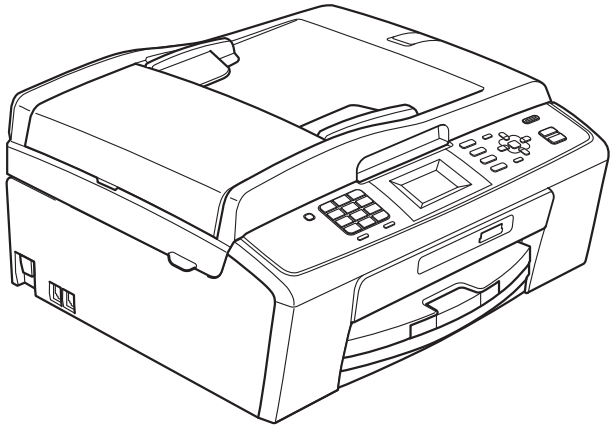
BASIC USER'S GUIDE



MFC-J220
MFC-J265W
MFC-J410
MFC-J415W

Version 0

UK/IRE/GEN

If you need to call Customer Service

Please complete the following information for future reference:

Model Number: MFC-J220, MFC-J265W, MFC-J410 and MFC-J415W
(Circle your model number)

Serial Number: [1] _____

Date of Purchase: _____

Place of Purchase: _____

[1] The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.

Register your product on-line at

http://www.brother.com/registration/

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User's Guides and where do I find it?

Which manual?	What's in it?	Where is it?
Safety and Legal	Please read the Safety Instructions before you set up your machine.	Printed / In the box
Quick Setup Guide	Read this Guide first. Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
Basic User's Guide	Learn the basic Fax, Copy, Scan and PhotoCapture Center™ operations and how to replace consumables. See troubleshooting tips.	Printed / In the box
Advanced User's Guide	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	PDF file / Documentation CD-ROM
Software User's Guide	Follow these instructions for Printing, Scanning, Network Scanning (MFC-J265W and MFC-J415W only), PhotoCapture Center™, PC-Fax Send, and using the Brother ControlCenter utility.	PDF file / Documentation CD-ROM
Network User's Guide (MFC-J265W and MFC-J415W only)	This Guide provides more advanced information for configuring the Wireless network connections. In addition, find information about network utilities, network printing, troubleshooting tips and supported network specifications.	PDF file / Documentation CD-ROM

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(ADVANCED USER'S GUIDE)

The *Advanced User's Guide* explains the following features and operations.

You can view the *Advanced User's Guide* on the Documentation CD-ROM.

1 General setup

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1 General information

Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

Bold	Bold typeface identifies specific buttons on the machine's control panel, or on the computer screen.
Italics	Italicized typeface emphasizes an important point or refers you to a related topic.
`Courier New`	Text in the Courier New font identifies messages on the LCD of the machine.

WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.

IMPORTANT

IMPORTANT indicates a potentially hazardous situation which may result in property-damage-only accidents or loss of product functionality.

Notes tell you how you should respond to a situation that may arise or give tips about how the operation works with other features.

Electrical Hazard icons alert you to possible electrical shock.

Accessing the Advanced User's Guide, Software User's Guide and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, PhotoCapture Center™, Printer, Scanner, PC-Fax and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide**, **Software User's Guide** and **Network User's Guide** that are on the Documentation CD-ROM.

Viewing Documentation

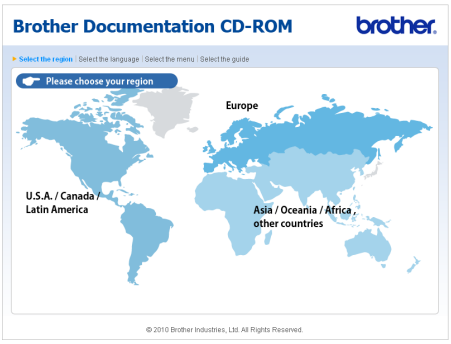
1. Turn on your computer. Insert the Documentation CD-ROM into your CD-ROM drive.

Note

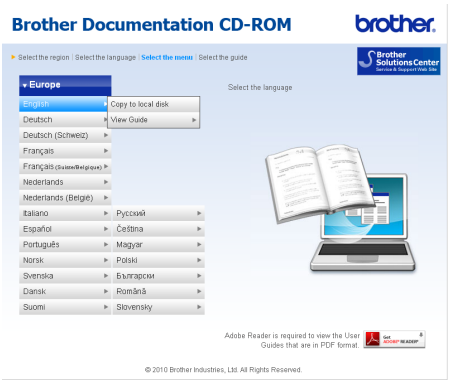
(Windows® users)
If the screen does not appear automatically, go to **My Computer (Computer)**, double-click the CD-ROM icon, and then double-click **index.html**.

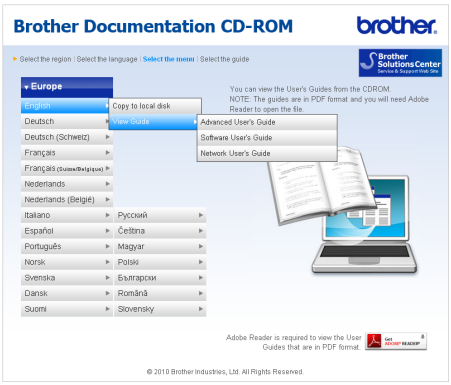
2. (Macintosh users)
Double-click the CD-ROM icon, and then double-click **index.html**.

3 Click your country.



4 Point to your language, point to **View Guide**, and then click the guide you want to read.





Note

- (Windows® users only)
  Your web browser may display a yellow bar at the top of the page that contains a security warning about Active X controls. For the page to display correctly you must click on the bar, click **Allow Blocked Content**, then click **Yes** in the Security Warning dialog box.
- (Windows® users only) [1]
  For faster access, you can copy all user documentation in PDF format to a local folder on your computer. Point to your language, then click **Copy to local disk**.

[1] Microsoft® Internet Explorer® 6.0 or greater.

How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

Software User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning* (MFC-J265W and MFC-J415W only)

ScanSoft™ PaperPort™11SE with OCR How-to-Guides (MFC-J410 and MFC-J415W only) (Windows®)

- The complete ScanSoft™ PaperPort™11SE with OCR How-to-Guides can be viewed from the Help selection in the ScanSoft™ PaperPort™11SE application.

Presto! PageManager User's Guide (MFC-J410 and MFC-J415W only) (Macintosh)

Note

Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 3 for further instructions.

- The complete Presto! PageManager User's Guide can be viewed from the Help selection in the Presto! PageManager application.

How to find Network setup instructions (MFC-J265W and MFC-J415W only)

Your machine can be connected to a wireless network. You can find basic setup instructions in the Quick Setup Guide. If your wireless access point or router supports Wi-Fi Protected Setup or AOSS™, you can also follow the steps in the Quick Setup Guide. For more information about network setup please see the *Network User's Guide* on the Documentation CD-ROM.

Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as Web support (Brother Solutions Center), on the Installation CD-ROM.

- Click **Brother Support** on the **Top Menu**. The following screen will appear:

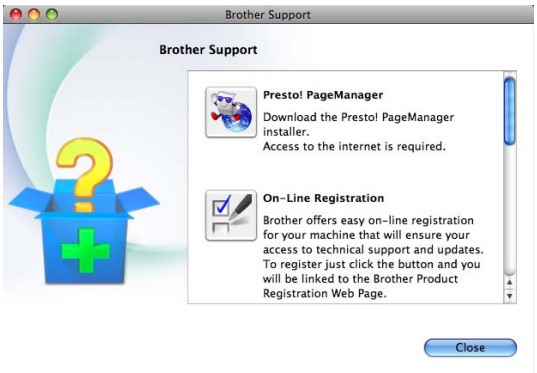


- To access our website (http://www.brother.com), click **Brother Home Page**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.
- To access the Brother CreativeCenter (http://www.brother.com/creativecenter/) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the **Top Menu**, click **Back** or if you have finished, click **Exit**.

Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as Web support (Brother Solutions Center) on the Installation CD-ROM.

- Double-click the **Brother Support** icon. The following screen will appear:



- (MFC-J410 and MFC-J415W only) To download and install Presto! PageManager, click **Presto! PageManager**.
- To register your machine from the Brother Product Register Page (http://www.brother.com/registration/), click **On-Line Registration**.
- For the latest news and product support information (http://solutions.brother.com/), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (http://www.brother.com/original/), click **Supplies Information**.

Control panel overview

The **MFC-J220**, **MFC-J265W**, **MFC-J410** and **MFC-J415W** have the same control panel keys.



1 Fax and telephone keys:

- **Redial/Pause**

  Redials the last 30 numbers called. It also inserts a pause when programming quick dial numbers.

- **Tel/R**

  This key is used to have a telephone conversation after picking up the external handset during the F/T Ring (fast double-ring).

  Also, when connected to a PBX, you can use this key to gain access to an outside line or to transfer a call to another extension.

2 Mode keys:

- **FAX**

  Lets you access Fax mode.

- **SCAN**

  Lets you access Scan mode.

- **COPY**

  Lets you access Copy mode.

- **PHOTO CAPTURE**

  Lets you access PhotoCapture Center™ mode.

3 Menu keys:

- **Volume keys**

  ◄ ►

  While the machine is idle, you can press these keys to adjust the ring volume.

- **Speed Dial key**

  ▲

  Lets you store, look up, and dial numbers that are stored in the memory.

- ◄ or ►

  Press ◄ or ► to move the selected area left or right on the LCD.

- ▲ or ▼

  Press ▲ or ▼ to scroll through the menus and options.

- **Menu**

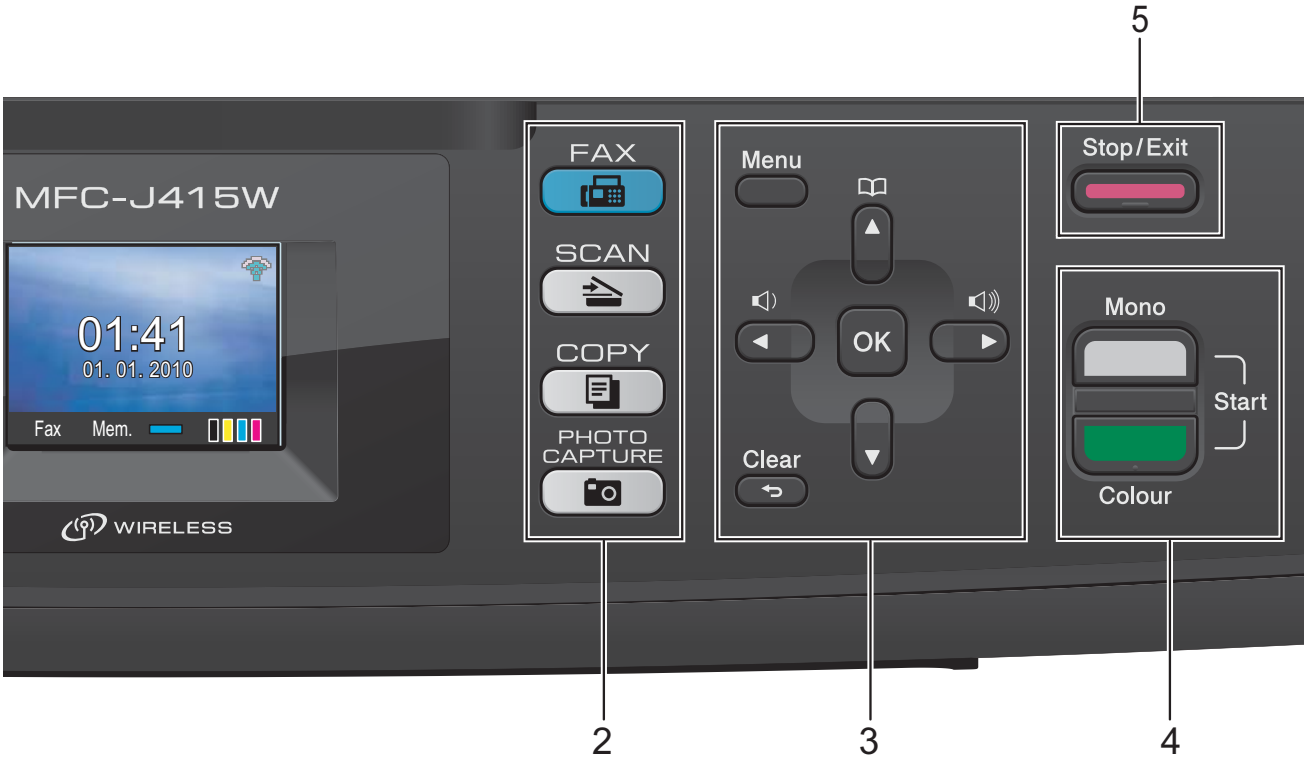
  Access the main menu.

- **Clear**

  Press to delete characters or to go back to the previous menu level.

- **OK**

  Lets you confirm a selection.



4 Start keys:

■ **Mono Start**

Lets you start sending faxes or making copies in monochrome. Also lets you start a scanning operation (in colour or mono depending on the scanning setting in the ControlCenter software).

■ **Colour Start**

Lets you start sending faxes or making copies in full colour. Also lets you start a scanning operation (in colour or mono, depending on the scanning setting in the ControlCenter software).

5 Stop/Exit

Stops an operation or exits the menu.

6 LCD (Liquid Crystal Display)

Displays messages on the screen to help you set up and use your machine.

7 Dial Pad

Use these keys to dial telephone and fax numbers and as a keyboard for entering information into the machine.

The **#** key lets you temporarily switch the dialling mode during a telephone call from Pulse to Tone.

8 On/Off

You can turn the machine on and off.

Press **On/Off** to turn the machine on.

Press and hold down **On/Off** to turn the machine off. The LCD will show Shutting Down and will stay on for a few seconds before going off.

If you have connected an external telephone or TAD, it is always available.

If you turn the machine off, it will still periodically clean the print head to maintain print quality. To prolong print head life, provide the best ink cartridge economy, and maintain print quality, you should keep your machine connected to the power at all times.

Note

Most of the illustrations in this User's Guide show the MFC-J415W.

LCD screen indications

The LCD shows the current machine status when the machine is idle.



1 Wireless Status (MFC-J265W and MFC-J415W only)

A four level indicator shows the current wireless signal strength if you are using a wireless connection.



2 Current Receive Mode

Lets you see the current receive mode.

- `Fax` (Fax only)
- `F/T` (Fax/Tel)
- `TAD` (External TAD)
- `Mnl` (Manual)

3 Memory Status

Lets you see the available memory in the machine.

4 Ink indicator

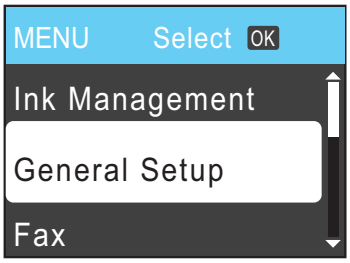
Lets you see the available ink volume.

The warning icon appears when there is an error or a maintenance message. For details, see *Error and Maintenance messages* on page 57.

Basic Operations

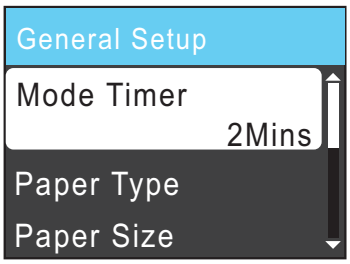
The following steps show how to change a setting in the machine. In this example the Mode Timer setting is changed from 2 minutes to 30 seconds.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `General Setup`.



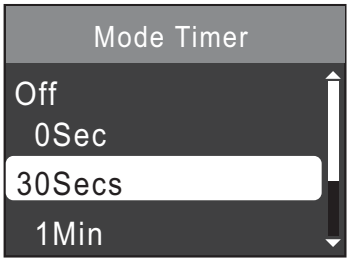
Press **OK**.

3. Press ▲ or ▼ to choose `Mode Timer`.

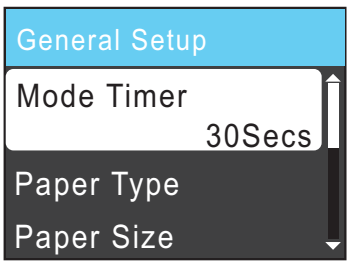


Press **OK**.

4. Press ▲ or ▼ to choose `30Secs`.



Press **OK**.
You can see the current setting on the LCD:



5. Press **Stop/Exit**.

Volume settings

Ring Volume

You can choose a range of ring volume levels, from High to Off.

While the machine is idle, press ◄ or ► to adjust the volume level. The LCD shows the current setting, and each key press will change the volume to the next level. The machine will keep the new setting until you change it.

You can also change the volume through the menu, by following the instructions below:

Setting the Ring Volume from the menu

1. Press **Menu**.
2. Press ▲ or ▼ to choose General Setup.
   Press **OK**.
3. Press ▲ or ▼ to choose Volume.
   Press **OK**.
4. Press ▲ or ▼ to choose Ring.
   Press **OK**.
5. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
6. Press **Stop/Exit**.

Beeper Volume

When the beeper is on, the machine will beep when you press a key, make a mistake, or after you send or receive a fax.

You can choose a range of beeper volume levels, from High to Off.

1. Press **Menu**.
2. Press ▲ or ▼ to choose General Setup.
   Press **OK**.
3. Press ▲ or ▼ to choose Volume.
   Press **OK**.
4. Press ▲ or ▼ to choose Beeper.
   Press **OK**.
5. Press ▲ or ▼ to choose Low, Med, High or Off.
   Press **OK**.
6. Press **Stop/Exit**.

Speaker Volume

You can choose a range of speaker volume levels, from `High` to `Off`.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `General Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Volume`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Speaker`.
   Press **OK**.
5. Press ▲ or ▼ to choose `Low`, `Med`, `High` or `Off`.
   Press **OK**.
6. Press **Stop/Exit**.

LCD display

Setting the backlight brightness

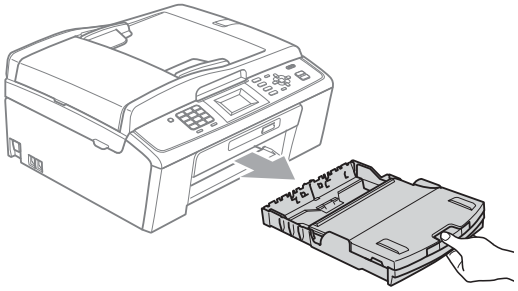
If you are having difficulty reading the LCD, try changing the brightness setting.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `General Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `LCD Settings`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Backlight`.
   Press **OK**.
5. Press ▲ or ▼ to choose `Light`, `Med` or `Dark`.
   Press **OK**.
6. Press **Stop/Exit**.

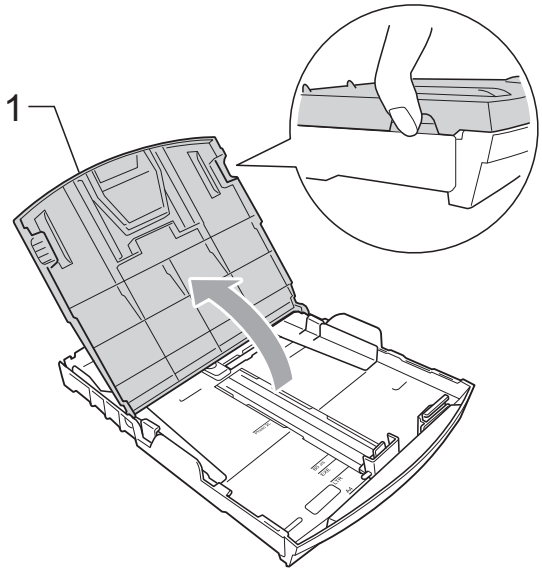
2 Loading paper

Loading paper and other print media

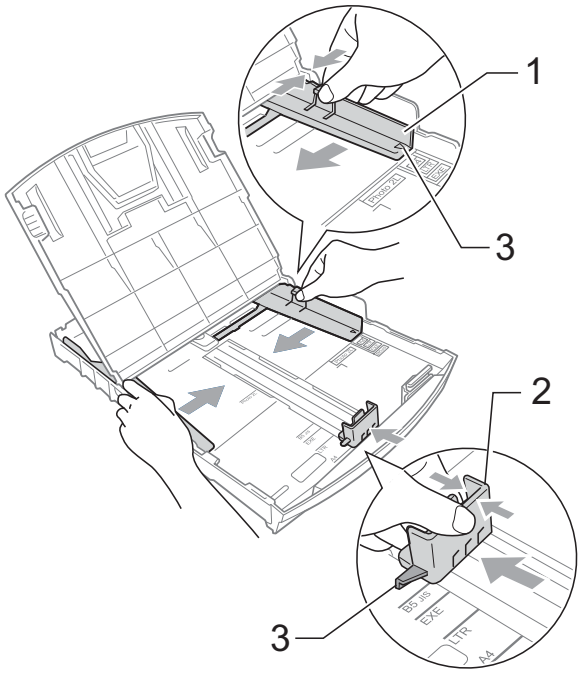
1. If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.



2. Lift the output paper tray cover (1).

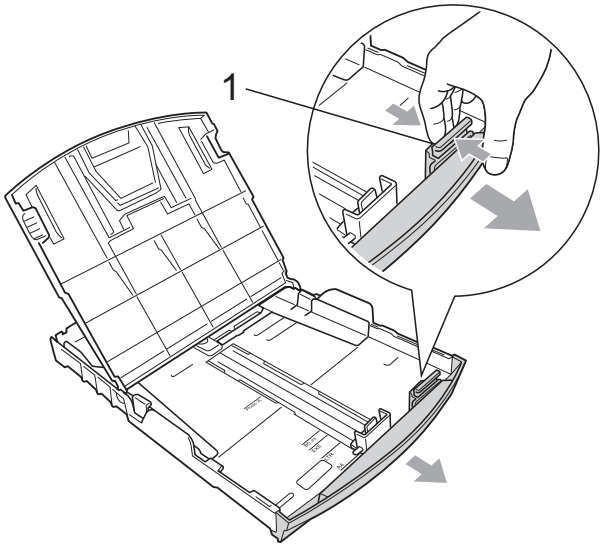


3. With both hands, gently press and slide the paper side guides (1) and then the paper length guide (2) to fit the paper size.
Make sure that the triangular marks (3) on the paper side guides (1) and paper length guide (2) line up with the marks for the paper size you are using.

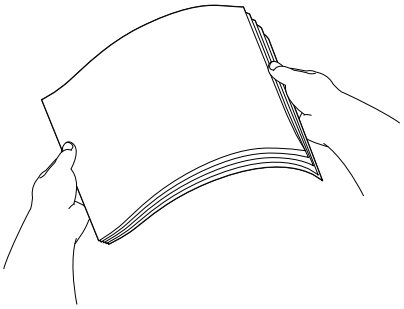


Note

When you are using Legal size paper, press and hold the universal guide release button (1) as you slide out the front of the paper tray.



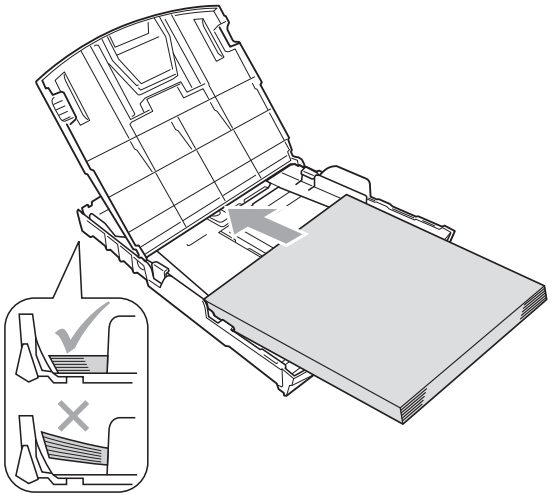
4 Fan the stack of paper well to avoid paper jams and misfeeds.



IMPORTANT

Always make sure that the paper is not curled or wrinkled.

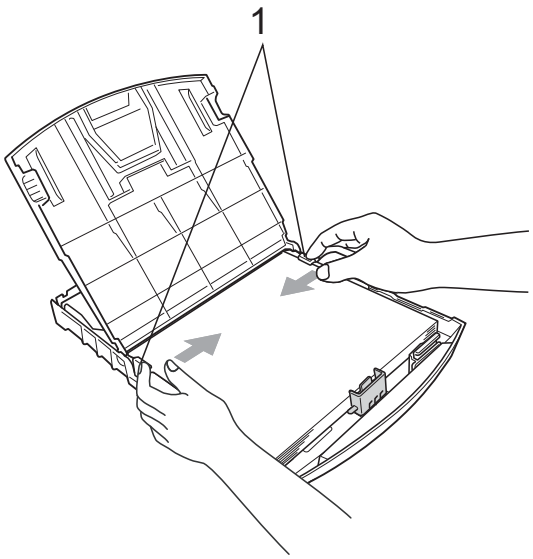
5 Gently put the paper into the paper tray print side down and top edge in first. Check that the paper is flat in the tray.



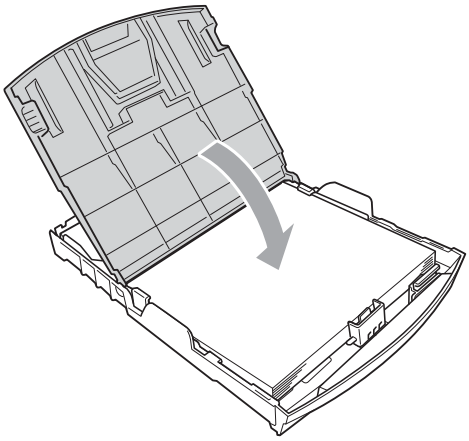
IMPORTANT

Be careful that you do not push the paper in too far; it may lift at the back of the tray and cause feed problems.

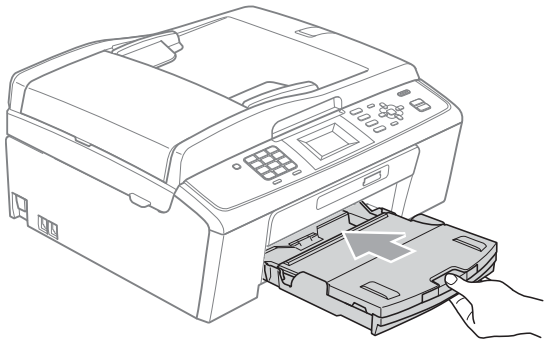
6 Gently adjust the paper side guides (1) to fit the paper using both hands. Make sure the paper side guides touch the sides of the paper.



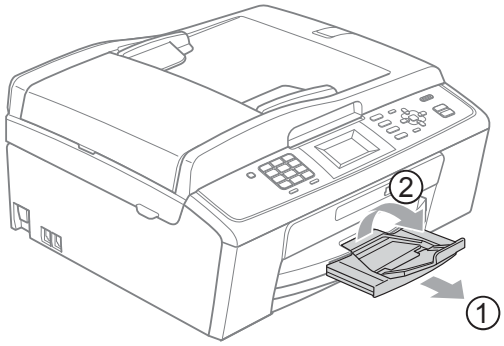
7 Close the output paper tray cover.



8 *Slowly* push the paper tray completely into the machine.



9 While holding the paper tray in place, pull out the paper support (①) until it clicks and unfold the paper support flap (②).



IMPORTANT

DO NOT use the paper support flap for Legal size paper.

Loading envelopes and postcards

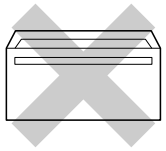
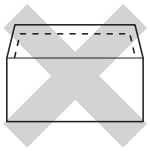
About envelopes

- Use envelopes that weigh between 80 to 95 g/m^2.
- Some envelopes need margin settings to be set in the application. Make sure you do a test print first before printing many envelopes.

IMPORTANT

DO NOT use any of the following types of envelopes, as they will cause paper feed problems:

- That are of a baggy construction.
- That are embossed (have raised writing on them).
- That have clasps or staples.
- That are pre-printed on the inside.

Glue	Double flap
	

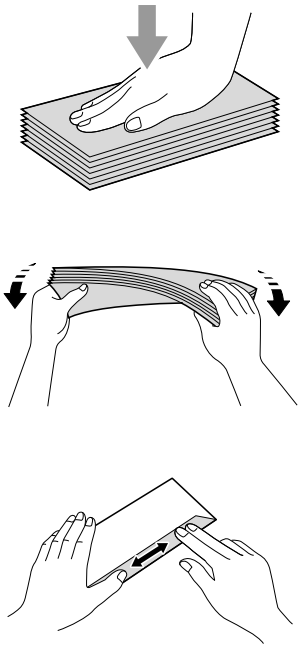
Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

Loading envelopes and postcards

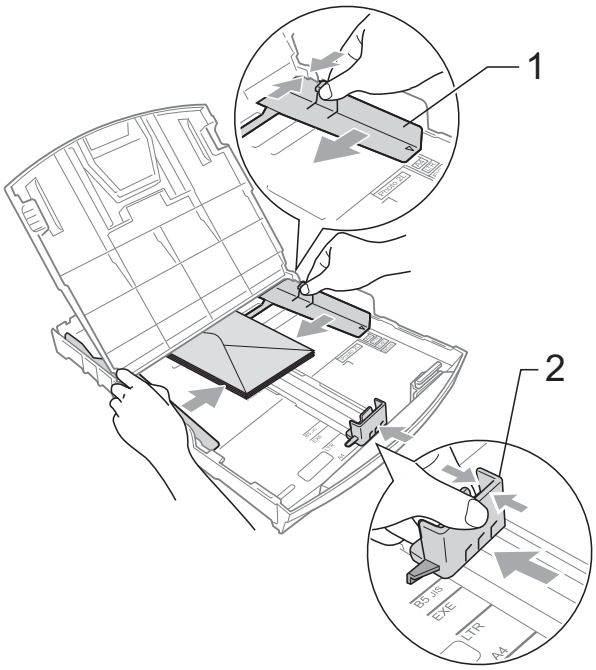
1. Before loading, press the corners and sides of envelopes or postcards to make them as flat as possible.

IMPORTANT

If envelopes or postcards are “double-feeding”, put one envelope or postcard in the paper tray at a time.

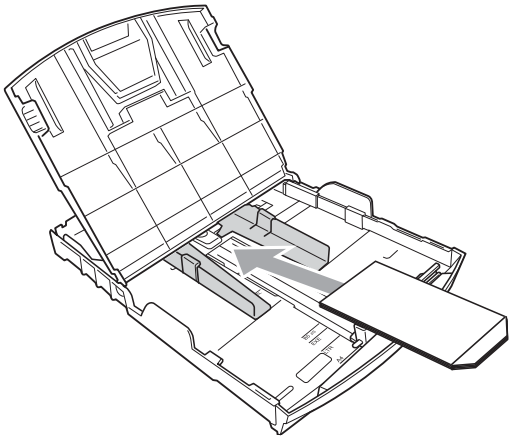


2. Put envelopes or postcards in the paper tray with the side to be printed on face down, and the shortest edge in first as shown in the illustration. With both hands, gently press and slide the paper side guides (1) and paper length guide (2) to fit the size of the envelopes or postcards.



If you have problems printing on envelopes with the flap on the short edge, try the following:

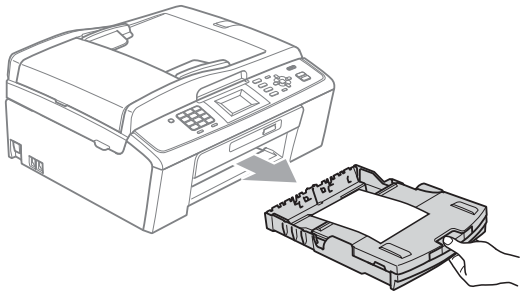
1. Open the envelope flap.
2. Put the envelope into the paper tray with the address side down and the flap positioned as shown in the illustration.



3. Adjust the size and margin in your application.

Removing small printouts from the machine

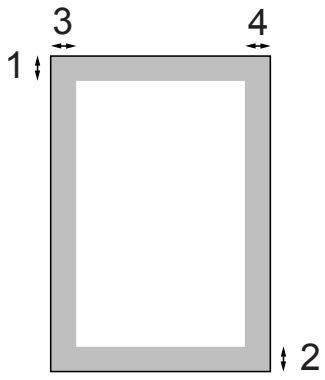
When the machine ejects small paper onto the output paper tray cover you may not be able to reach it. Make sure printing has finished, and then pull the tray completely out of the machine.



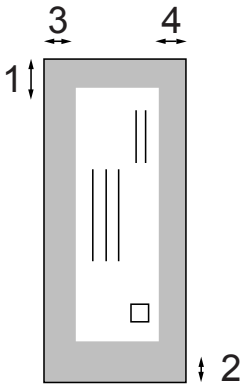
Printable area

The printable area depends on the settings in the application you are using. The figures below show the unprintable areas on cut sheet paper and envelopes. The machine can print in the shaded areas of cut sheet paper when the Borderless print feature is available and turned on. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide*.)

Cut Sheet Paper



Envelopes



	Top (1)	Bottom (2)	Left (3)	Right (4)
Cut Sheet	3 mm	3 mm	3 mm	3 mm
Envelopes	12 mm	24 mm	3 mm	3 mm

Note

The Borderless feature is not available for envelopes.

Paper settings

Paper Type

To get the best print quality, set the machine for the type of paper you are using.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `General Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Paper Type`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Plain Paper`, `Inkjet Paper`, `Brother BP71`, `Brother BP61`, `Other Glossy` or `Transparency`.
   Press **OK**.
5. Press **Stop/Exit**.

Note

The machine ejects paper with printed surfaces face up onto the paper tray in front of the machine. When you use transparencies or glossy paper, remove each sheet at once to prevent smudging or paper jams.

Paper Size

You can use five sizes of paper for printing copies: A4, A5, Letter, Legal and 10 × 15 cm and three sizes for printing faxes: A4, Legal and Letter. When you change the size of paper you load in the machine, you will need to change the paper size setting at the same time so your machine can fit an incoming fax on the page.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `General Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Paper Size`.
   Press **OK**.
4. Press ▲ or ▼ to choose `A4`, `A5`, `10x15cm`, `Letter` or `Legal`.
   Press **OK**.
5. Press **Stop/Exit**.

Acceptable paper and other print media

The print quality can be affected by the type of paper you use in the machine.

To get the best print quality for the settings you have chosen, always set the Paper Type to match the type of paper you load.

You can use plain paper, inkjet paper (coated paper), glossy paper, transparencies and envelopes.

We recommend testing various paper types before buying large quantities.

For best results, use Brother paper.

- When you print on inkjet paper (coated paper), transparencies and glossy paper, be sure to choose the correct print media in the **Basic** tab of the printer driver or in the Paper Type setting of the menu. (See *Paper Type* on page 15.)
- When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
- When you use transparencies or photo paper, remove each sheet at once to prevent smudging or paper jams.
- Avoid touching the printed surface of the paper immediately after printing; the surface may not be completely dry and may stain your fingers.

Recommended print media

To get the best print quality, we suggest using Brother paper. (See the table below.)

If Brother paper is not available in your country, we recommend testing various papers before purchasing large quantities.

We recommend using “3M Transparency Film” when you print on transparencies.

Brother paper

Paper Type	Item
A4 Plain	BP60PA
A4 Glossy Photo	BP71GA4
A4 Inkjet (Matte)	BP60MA
10 × 15 cm Glossy Photo	BP71GP

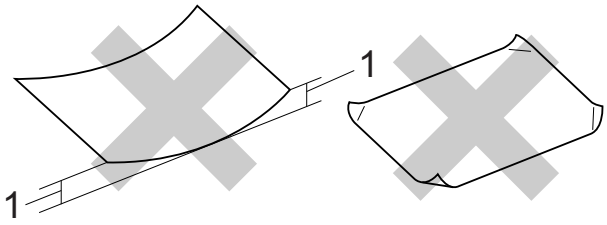
Handling and using print media

- Store paper in its original packaging, and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.
- Avoid touching the shiny (coated) side of photo paper. Load photo paper with the shiny side facing down.
- Avoid touching either side of transparencies because they absorb water and perspiration easily, and this may cause decreased output quality. Transparencies designed for laser printers/copiers may stain your next document. Use only transparencies recommended for inkjet printing.

IMPORTANT

DO NOT use the following kinds of paper:

- Damaged, curled, wrinkled, or irregularly shaped paper



1 2 mm or greater curl may cause jams to occur.

- Extremely shiny or highly textured paper
- Paper that cannot be arranged uniformly when stacked
- Short grain paper

Paper capacity of the output paper tray cover

Up to 50 sheets of 80 g/m^2 A4 paper.

■ Transparencies and photo paper must be picked up from the output paper tray cover one page at a time to avoid smudging.

Choosing the right print media

Paper type and size for each operation

Paper Type	Paper Size		Usage			
			Fax	Copy	Photo Capture	Printer
Cut Sheet	A4	210 × 297 mm (8.3 × 11.7 in.)	Yes	Yes	Yes	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	Yes	Yes	Yes	Yes
	Legal	215.9 × 355.6 mm (8 1/2 × 14 in.)	Yes	Yes	–	Yes
	Executive	184 × 267 mm (7 1/4 × 10 1/2 in.)	–	–	–	Yes
	JIS B5	182 × 257 mm (7.2 × 10.1 in.)	–	–	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	–	Yes
	A6	105 × 148 mm (4.1 × 5.8 in.)	–	–	–	Yes
Cards	Photo	10 × 15 cm (4 × 6 in.)	–	Yes	Yes	Yes
	Photo 2L	13 × 18 cm (5 × 7 in.)	–	–	Yes	Yes
	Index Card	127 × 203 mm (5 × 8 in.)	–	–	–	Yes
	Postcard 1	100 × 148 mm (3.9 × 5.8 in.)	–	–	–	Yes
	Postcard 2 (Double)	148 × 200 mm (5.8 × 7.9 in.)	–	–	–	Yes
Envelopes	C5 Envelope	162 × 229 mm (6.4 × 9 in.)	–	–	–	Yes
	DL Envelope	110 × 220 mm (4.3 × 8.7 in.)	–	–	–	Yes
	COM-10	105 × 241 mm (4 1/8 × 9 1/2 in.)	–	–	–	Yes
	Monarch	98 × 191 mm (3 7/8 × 7 1/2 in.)	–	–	–	Yes
	JE4 Envelope	105 × 235 mm (4.1 × 9.3 in.)	–	–	–	Yes
Transparencies	A4	210 × 297 mm (8.3 × 11.7 in.)	–	Yes	–	Yes
	Letter	215.9 × 279.4 mm (8 1/2 × 11 in.)	–	Yes	–	Yes
	Legal	215.9 × 355.6 mm (8 1/2 × 14 in.)	–	Yes	–	Yes
	A5	148 × 210 mm (5.8 × 8.3 in.)	–	Yes	–	Yes

Paper weight, thickness and capacity

Paper Type		Weight	Thickness	No. of sheets
Cut Sheet	Plain Paper	64 to 120 g/m^2	0.08 to 0.15 mm	100 [1]
	Inkjet Paper	64 to 200 g/m^2	0.08 to 0.25 mm	20
	Glossy Paper	Up to 220 g/m^2	Up to 0.25 mm	20 [2]
Cards	Photo Card	Up to 220 g/m^2	Up to 0.25 mm	20 [2]
	Index Card	Up to 120 g/m^2	Up to 0.15 mm	30
	Postcard	Up to 200 g/m^2	Up to 0.25 mm	30
Envelopes		75 to 95 g/m^2	Up to 0.52 mm	10
Transparencies		–	–	10

[1] Up to 100 sheets of 80 g/m^2 paper.

[2] BP71 (260 g/m^2) paper is especially designed for Brother inkjet machines.

3 Loading documents

How to load documents

You can send a fax, make copies, and scan from the ADF (automatic document feeder) and from the scanner glass.

Using the ADF (MFC-J410 and MFC-J415W only)

The ADF can hold up to 15 pages and feeds each sheet individually. Use standard 80 g/m^2 paper and always fan the pages before putting them in the ADF.

Document Sizes Supported

Paper:	80 g/m^2 A4
Length:	148 to 355.6 mm
Width:	148 to 215.9 mm
Weight:	64 to 90 g/m^2

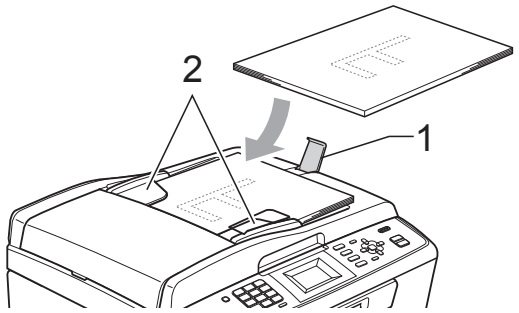
How to load documents

IMPORTANT

- DO NOT pull on the document while it is feeding.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.

Make sure documents written with ink are completely dry.

1. Unfold the ADF Document Output Support Flap (1).
2. Fan the pages well.
3. Adjust the paper guides (2) to fit the width of your document.
4. Make sure you place your documents, **face down**, **top edge first** in the ADF underneath the guides until you feel them touch the feed roller and the LCD shows `ADF Ready`.



IMPORTANT

DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.

Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book or one page at a time.

Document Sizes Supported

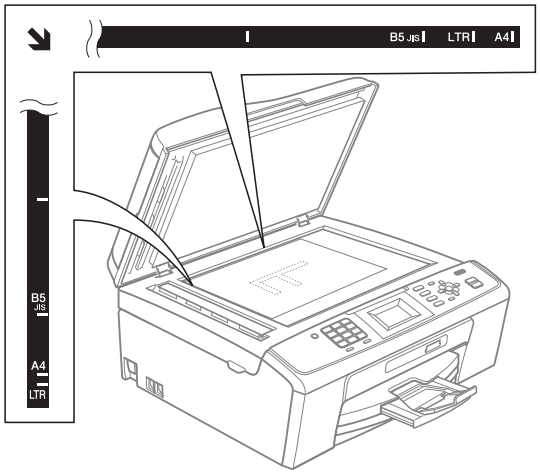
Length:	Up to 297 mm
Width:	Up to 215.9 mm
Weight:	Up to 2 kg

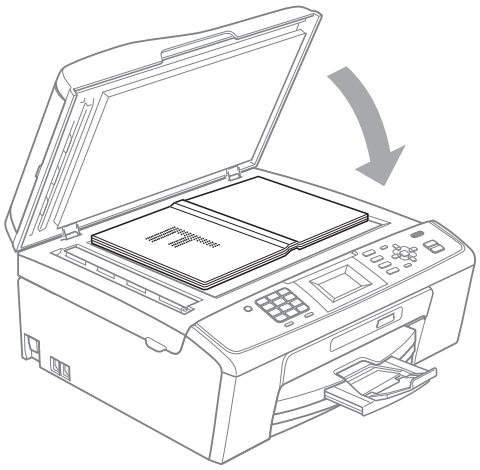
How to load documents

Note

To use the scanner glass, the ADF must be empty. (MFC-J410 and MFC-J415W only)

1. Lift the document cover.
2. Using the document guidelines on the left and top, place the document face down in the upper left corner of the scanner glass.





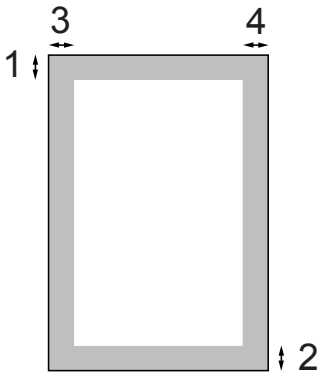
3. Close the document cover.

IMPORTANT

If you are scanning a book or thick document, DO NOT slam the cover down or press on it.

Scannable area

The scannable area depends on the settings in the application you are using. The figures below show unscannable areas.



Usage	Document Size	Top (1) Bottom (2)	Left (3) Right (4)
Fax	A4	3 mm	3 mm [1]
	Letter	3 mm	4 mm
	Legal (MFC-J410 and MFC-J415W only)	3 mm	4 mm
Copy	A4	3 mm	3 mm
	Letter	3 mm	3 mm
Scan	A4	3 mm	3 mm
	Letter	3 mm	3 mm

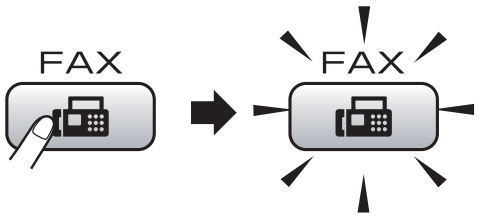
[1] The unscannable area is 1 mm when you use the ADF.

4 Sending a fax

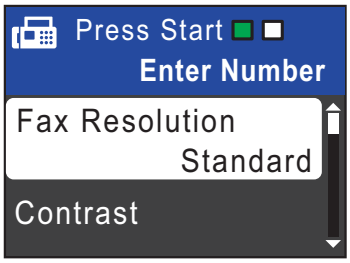
How to send a fax

The following steps show how to send a fax.

1. When you want to send a fax, or change fax send or receive settings, press the (**FAX**) key to illuminate it in blue.



- The LCD shows:



2. Do one of the following to load your document:
   - Place the document *face down* in the ADF. (See *Using the ADF (MFC-J410 and MFC-J415W only)* on page 20.)
   - Load your document *face down* on the scanner glass. (See *Using the scanner glass* on page 20.)

Note

- If you send a mono fax from the ADF when the memory is full it will be sent in real time.
- You can use the scanner glass to fax pages of a book one at a time. The documents can be up to A4 or Letter size.
- To send colour faxes with multiple pages use the ADF. (MFC-J410 and MFC-J415W only)
- Since you can only scan one page at a time, it is easier to use the ADF if you are sending a multiple page document. (MFC-J410 and MFC-J415W only)

3. Set the scanner glass size, fax resolution or contrast if you want to change them.

   For more advanced fax sending operations and settings, see *Sending a fax* in *chapter 3* in the *Advanced User's Guide*:
   - Broadcasting
   - Real Time TX
   - Overseas Mode
   - Fax Resolution
   - Contrast
   - Glass ScanSize

4. Enter the fax number.

   Using the dial pad

   Using the Phone Book
   - Speed Dial

   Using call history
   - Outgoing Call
   - Caller ID hist.

5 Press **Mono Start** or **Colour Start**.

Faxing from the ADF (MFC-J410 and MFC-J415W only)

- The machine starts scanning the document.

Faxing from the scanner glass

- If you press **Mono Start**, the machine starts scanning the first page.

  Do one of the following:

  - To send a single page, press **2** to choose `No(Send)` (or press **Mono Start** again).

    The machine starts sending the document.

  - To send more than one page, press **1** to choose `Yes` and place the next page on the scanner glass. Press **OK**. The machine starts scanning the page. (Repeat this step for each additional page.)

- If you press **Colour Start**, the machine starts sending the document.

Note

To cancel, press **Stop/Exit**.

Setting scanner glass size for faxing

When documents are Letter size, you need to set Scan Size to Letter. If you do not, the side portion of the faxes will be missing.

1 Press (**FAX**).

2 Press ▲ or ▼ to choose `Glass ScanSize`.
Press **OK**.

3 Press ▲ or ▼ to choose `Letter`.
Press **OK**.

Note

You can save the setting you use most often by setting it as default. (See *Setting your changes as a new default* in *chapter 3* in the *Advanced User's Guide*.)

Colour fax transmission

Your machine can send a colour fax to machines that support this feature.

Colour faxes cannot be stored in the memory. When you send a colour fax, the machine will send it in real time (even if `Real Time TX` is set to `Off`).

Cancelling a fax in progress

If you want to cancel a fax while the machine is scanning, dialling or sending, press **Stop/Exit**.

Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the sender's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report if your fax is unsuccessful due to a transmission error. `Off` is the default setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Fax`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Report Setting`.
   Press **OK**.
4. Press ▲ or ▼ to choose `XMIT Report`.
   Press **OK**.
5. Press ▲ or ▼ to choose `On`, `On+Image`, `Off` or `Off+Image`.
   Press **OK**.
6. Press **Stop/Exit**.

Note

- If you choose `On+Image` or `Off+Image` the image will only appear on the Transmission Verification Report if Real Time Transmission is set to Off. (See *Real Time Transmission* in *chapter 3* in the *Advanced User's Guide*.)
- If your transmission is successful, "`OK`" will appear next to "`RESULT`" on the Transmission Verification Report. If transmission is not successful, "`ERROR`" will appear next to "`RESULT`".

5 Receiving a fax

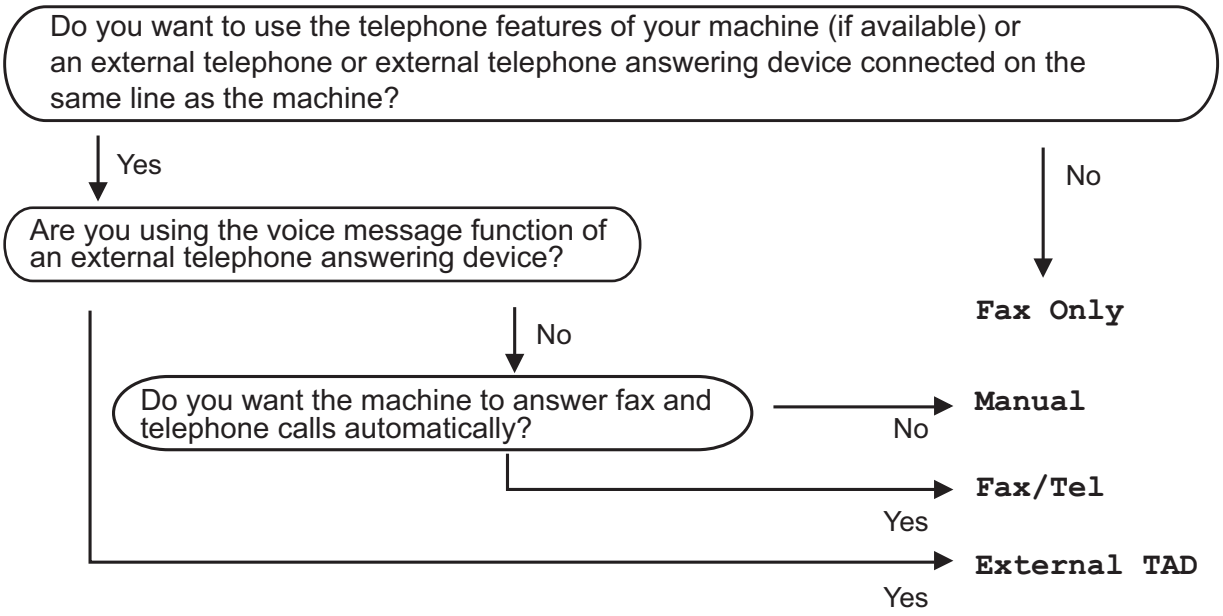
Receive modes

You must choose a receive mode depending on the external devices and telephone services you have on your line.

Choose the Receive Mode

By default, your machine will automatically receive any faxes that are sent to it. The diagram below will help you choose the correct mode.

For more detailed information on the receive modes, see *Using receive modes* on page 26.



To set a receive mode follow the instructions below:

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Initial Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Receive Mode`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Fax Only`, `Fax/Tel`, `External TAD` or `Manual`.
   Press **OK**.
5. Press **Stop/Exit**.
   The LCD will display the current receive mode.

Using receive modes

Some receive modes answer automatically (`Fax Only` and `Fax/Tel`). You may want to change the ring delay before using these modes. (See *Ring Delay* on page 27.)

Fax Only

Fax Only mode will automatically answer every call as a fax call.

Fax/Tel

Fax/Tel mode helps you automatically manage incoming calls, by recognising whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T Ring to tell you to pick up the line. The F/T Ring is a fast double-ring made by your machine.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 27 and *Ring Delay* on page 27.)

Manual

Manual mode turns off all automatic answering functions unless you are using the BT Call Sign feature.

To receive a fax in manual mode lift the handset of an external telephone. When you hear fax tones (short repeating beeps), press **Mono Start** or **Colour Start** and choose `Receive`. You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Fax Detect* on page 28.)

External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in one of the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.

(For more information see *Connecting an external TAD (telephone answering device)* on page 31.)

Receive mode settings

Ring Delay

The Ring Delay sets the number of times the machine rings before it answers in `Fax Only` or `Fax/Tel` mode. If you have external or extension telephones on the same line as the machine choose the maximum number of rings.

(See *Operation from external and extension telephones* on page 33 and *Fax Detect* on page 28.)

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Fax`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Setup Receive`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Ring Delay`.
   Press **OK**.
5. Press ▲ or ▼ to choose how many times the line rings before the machine answers.
   Press **OK**.
   If you choose `0`, the line will not ring at all.
6. Press **Stop/Exit**.

F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the ring delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T Ring (a fast double-ring) for the time you have set in the F/T Ring Time setting. If you hear the F/T Ring it means that you have a voice caller on the line.

Because the F/T Ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone. (For more information see *Using remote codes* on page 35.)

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Fax`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Setup Receive`.
   Press **OK**.
4. Press ▲ or ▼ to choose `F/T Ring Time`.
   Press **OK**.
5. Press ▲ or ▼ to choose how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
   Press **OK**.
6. Press **Stop/Exit**.

Note

Even if the caller hangs up during the fast double-ring, the machine will continue to ring for the set time.

Fax Detect

If Fax Detect is On:

The machine receives a fax call automatically, even if you answer the call. When you see Receiving on the LCD or when you hear “chirps” through the handset you are using, just replace the handset. Your machine will do the rest.

If Fax Detect is Off:

If you are at the machine and answer a fax call by lifting the handset, press **Mono Start** or **Colour Start**, then press **2** to receive the fax.

If you answered at an extension telephone, press ✳ **5** **1**. (See *Operation from external and extension telephones* on page 33.)

Note

- If this feature is set to On, but your machine does not connect a fax call when you lift an extension or external telephone handset, press the remote activation code ✳ **5** **1**.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set Fax Detect to Off.

1. Press **Menu**.
2. Press ▲ or ▼ to choose Fax.
   Press **OK**.
3. Press ▲ or ▼ to choose Setup Receive.
   Press **OK**.
4. Press ▲ or ▼ to choose Fax Detect.
   Press **OK**.
5. Press ▲ or ▼ to choose On (or Off).
   Press **OK**.
6. Press **Stop/Exit**.

6 Telephone and external devices

Voice operations

Tone or Pulse

If you have a Pulse dialling service, but need to send tone signals (for example, for telephone banking), follow the instructions below:

1. Pick up the handset of the external telephone.
2. Press **#** on the machine's control panel. Any digits dialled after this will send tone signals.

When you hang up, the machine will return to the Pulse dialling service.

Fax/Tel mode

When the machine is in Fax/Tel mode, it will use the F/T Ring (fast double-ring) to alert you to pick up a voice call.

If you are at an external telephone, lift the handset of the external telephone, and then press **Tel/R** to answer.

If you are at an extension telephone, you'll need to lift the handset during the F/T Ring Time and then press **# 5 1** between the fast double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing ✳ **5 1**.

Caller ID (U.K. and Ireland only)

The Caller ID feature lets you use the Caller ID subscriber service offered by many local telephone companies. Call your telephone company for details. This service shows the telephone number, or name if it is available, of your caller as the line rings.

After a few rings, the LCD shows the telephone number of your caller (and name, if available). Once you answer a call, the Caller ID information disappears from the LCD, but the call information stays stored in the Caller ID memory.

You can view the list or choose one of these numbers to fax to, add to Speed Dial or delete from the history. (See *Caller ID history* on page 38.)

- You can see the first 18 characters of the number (or name).
- The `ID Unknown` message means the call originated outside your Caller ID service area.
- The `ID Withheld` message means the caller has intentionally blocked transmission of information.

You can print a list of the Caller ID information received by your machine. (See *How to print a report* in *chapter 6* in the *Advanced User's Guide*.)

Note

The Caller ID service varies with different carriers. Call your local telephone company to find out about the kind of service available in your area.

Setting the Caller ID to On

If you have Caller ID on your line, then this function should be set to `On` to display the caller's telephone number on the LCD as the telephone rings.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Fax`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Miscellaneous`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Caller ID`.
   Press **OK**.
5. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.
6. Press **Stop/Exit**.

Telephone services

Your machine supports the Caller ID subscriber telephone service that some telephone companies offer.

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine.

Note

Caller ID is available for U.K. and Ireland only.

Setting the Telephone Line Type

If you are connecting the machine to a line that features PBX or ISDN to send and receive faxes, it is also necessary to change the Telephone Line Type accordingly by completing the following steps.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Initial Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Phone Line Set`.
   Press **OK**.
4. Press ▲ or ▼ to choose `PBX`, `ISDN` (or `Normal`).
   Press **OK**.
5. Press **Stop/Exit**.

PBX and TRANSFER

The machine is initially set to `Normal`, which lets the machine connect to a standard PSTN (Public Switched Telephone Network) line. However, many offices use a central telephone system or Private Branch Exchange (PBX). Your machine can be connected to most types of PBX. The machine's recall feature supports timed break recall only (TBR). TBR will work with most PBX systems allowing you to gain access to an outside line, or transfer calls to another extension. The feature works when **Tel/R** is pressed.

Note

You can program a **Tel/R** key press as part of a number stored in a Speed Dial location. When programming the Speed Dial number, press **Tel/R** first (the LCD shows "!"), then enter the telephone number. If you do this, you do not need to press **Tel/R** each time before you dial using a Speed Dial location. (See *Storing numbers* on page 39.) However, if PBX is not chosen in the Telephone Line Type setting, you cannot use the Speed Dial number that the **Tel/R** press is programmed into.

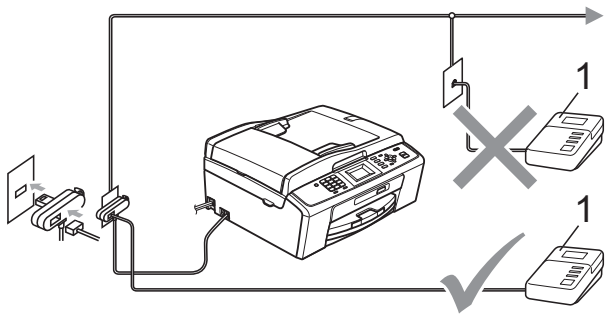
Connecting an external TAD (telephone answering device)

You may choose to connect an external answering device. However, when you have an **external** TAD on the same telephone line as the machine, the TAD answers all calls and the machine "listens" for fax calling (CNG) tones. If it hears them, the machine takes over the call and receives the fax. If it does not hear CNG tones, the machine lets the TAD continue playing your outgoing message so your caller can leave you a voice message.

The TAD must answer within four rings (the recommended setting is two rings). The machine cannot hear CNG tones until the TAD has answered the call, and with four rings there are only 8 to 10 seconds of CNG tones left for the fax "handshake". Make sure you carefully follow the instructions in this guide for recording your outgoing message. We do not recommend using the toll saver feature on your external answering machine if it exceeds five rings.

Note

If you do not receive all your faxes, shorten the Ring Delay setting on your external TAD.



1 TAD

When the TAD answers a call, the LCD shows `Telephone`.

IMPORTANT

DO NOT connect a TAD elsewhere on the same telephone line.

Settings

The external TAD must be connected as shown in the previous illustration.

1. Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
2. Record the outgoing message on your external TAD.
3. Set the TAD to answer calls.
4. Set the Receive Mode to `External TAD`. (See *Choose the Receive Mode* on page 25.)

Recording an outgoing message (OGM) on an external TAD

Timing is important in recording this message.

1. Record 5 seconds of silence at the beginning of your message. (This allows your machine time to listen for the fax CNG tones of automatic transmissions before they stop.)
2. Limit your speaking to 20 seconds.

Note

We recommend beginning your OGM with an initial 5-second silence because the machine cannot hear fax tones over a resonant or loud voice. You may try omitting this pause, but if your machine has trouble receiving, then you must re-record the OGM to include it.

Multi-line connections (PBX)

We suggest you ask the company who installed your PBX to connect your machine. If you have a multi line system we suggest you ask the installer to connect the unit to the last line on the system. This prevents the machine being activated each time the system receives telephone calls. If all incoming calls will be answered by a switchboard operator we recommend that you set the Receive Mode to `Manual`.

We cannot guarantee that your machine will operate correctly under all circumstances when connected to a PBX. Any difficulties with sending or receiving faxes should be reported first to the company who handles your PBX.

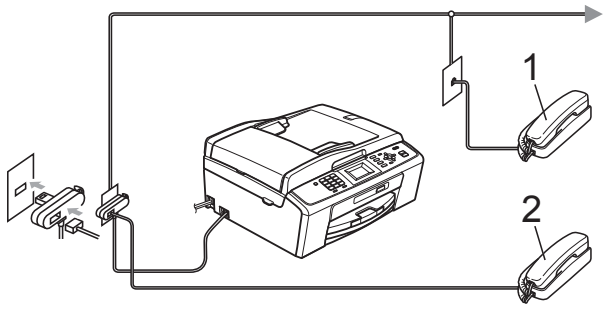
Note

Make sure the Telephone Line Type is set to PBX. (See *Setting the Telephone Line Type* on page 30.)

External and extension telephones

Connecting an external or extension telephone

You can connect a separate telephone to your machine as shown in the diagram below.



1 Extension telephone

2 External telephone

When you are using a telephone on the same phone line, the LCD shows `Telephone`.

Note

Please make sure you use an external telephone with a cable no more than 3 metres long.

Operation from external and extension telephones

If you answer a fax call on an extension or an external telephone, you can make your machine take the call by using the Remote Activation Code. When you press the Remote Activation Code ✳ **5 1**, the machine starts to receive the fax.

If the machine answers a voice call and fast double-rings for you to take over, use the Remote Deactivation Code **# 5 1** to take the call at an extension telephone. (See *F/T Ring Time (Fax/Tel mode only)* on page 27.)

If you answer a call and no one is on the line:

You should assume that you're receiving a manual fax.

Press ✳ **5 1** and wait for the chirp or until the LCD shows `Receiving`, and then hang up.

Note

You can also use the Fax Detect feature to make your machine automatically take the call. (See *Fax Detect* on page 28.)

Using extension telephones (U.K. only)

Your premises may already be wired with parallel extension telephones, or you may plan to add extension telephones to your line, as well as your machine. While the simplest arrangement is a straightforward parallel connection, there are some problems with this arrangement, the most obvious of which is inadvertent interruption of a facsimile transmission caused by someone picking up an extension telephone to make an outgoing call. Also, remote activation code may not operate reliably in such a simple configuration.

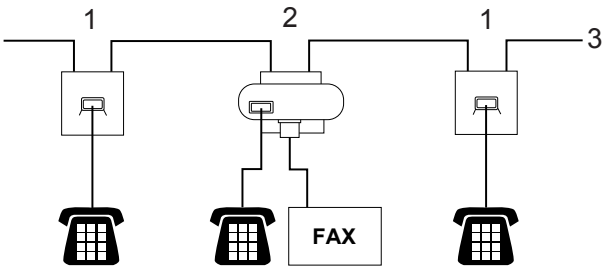
This machine may also be set to make a delayed transmission (i.e. a transmission at a pre-set time). This pre-set job may coincide with someone picking up an extension handset.

These problems can easily be eliminated, if you arrange modification of your extension wiring circuit, such that extension devices are connected “downstream” of your machine in a master/slave configuration (see fig. 2). In this configuration the machine can always detect whether a telephone is in use. Thus it will not attempt to seize the line during that time. This is known as “telephone off-hook detection.”

The inadvisable configuration is shown in figure 1, and the recommended master/slave configuration is shown in figure 2.

This new connection configuration can be arranged by contacting BT, Kingston upon Hull Telecommunications, your PBX maintainer or a qualified telephone installation company as appropriate. Simply explained, the extension telephone circuit should be terminated on a normal modular plug (BT 431A style), which in turn should be put into the modular socket of the white “T”-shaped connector provided as part of the line cord assembly.

Inadvisable connection of extension sockets (Fig. 1.)

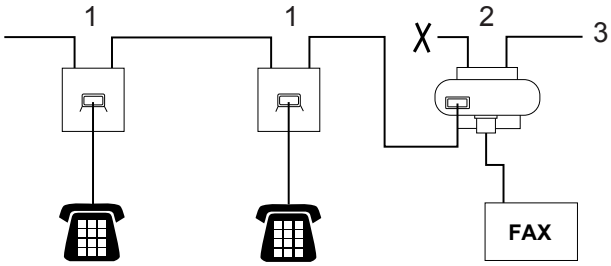


1 Extension socket

2 Master socket

3 Incoming line

Recommended connection of extension sockets (Fig. 2.)



1 Extension socket

2 Master socket

3 Incoming line

The fax machine must be plugged into the master socket.

Note

These telephones are now connected as external devices (see *Connecting an external or extension telephone* on page 33), because they are connected to the fax machine via the T-connector.

Using a cordless external telephone

Once the base unit of the cordless telephone has been connected to the same telephone line as the machine (see *External and extension telephones* on page 33), it is easier to answer calls during the Ring Delay if you carry the cordless handset around with you.

If you let the machine answer first, you will have to go to the machine so you can press **Tel/R** to send the call to the cordless handset.

Using remote codes

Remote Activation code

If you answer a fax call on an extension or external telephone, you can tell your machine to receive it by dialling the Remote Activation Code ✳ **5 1**. Wait for the chirping sounds then replace the handset. (See *Fax Detect* on page 28.)

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Mono Start** and choose `Receive`.

Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T Ring (fast double-ring), after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T Ring off by pressing **# 5 1** (make sure you press this *between* the rings).

If the machine answers a voice call and fast double-rings for you to take over, you can take the call at the external telephone by pressing **Tel/R**.

Changing the remote codes

If you want to use Remote Activation, you have to turn on the remote codes. The preset Remote Activation Code is ✳ **5 1**. The preset Remote Deactivation Code is **# 5 1**. If you want to, you can replace them with your own codes.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Fax`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Setup Receive`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Remote Codes`.
   Press **OK**.
5. Press ▲ or ▼ to choose `On` (or `Off`).
   Press **OK**.
6. Enter the new Remote Activation Code.
   Press **OK**.
7. Enter the new Remote Deactivation Code.
   Press **OK**.
8. Press **Stop/Exit**.

Note

- If you are always disconnected when accessing your external TAD remotely, try changing the Remote Activation Code and Remote Deactivation Code to another three-digit code using the numbers **0**-**9**, ✳, **#**.
- Remote Codes might not work with some telephone systems.

7 Dialling and storing numbers

How to dial

Manual dialling

Press all of the digits of the fax or telephone number.



Speed Dialling

1. Press (**Speed Dial**).



You can also choose `Speed Dial` by pressing (**FAX**).

2. Press ▲ or ▼ to choose `Search`.
Press **OK**.

3. Press the two-digit Speed Dial number.
(See *Storing Speed Dial numbers* on page 39.)

Note

If the LCD shows `Not Registered` when you enter or search a Speed Dial number, a number has not been stored at this location.

Search

You can search for names you have stored in the Speed Dial memory.

1. Press (**Speed Dial**).
You can also choose `Speed Dial` by pressing (**FAX**).

2. Press ▲ or ▼ to choose `Search`.
Press **OK**.

3. Press ▲ or ▼ to choose `Alphabetical Order` or `Numerical Order`.
Press **OK**.

4. If you chose `Alphabetical Order` in step ❸, use the dial pad to enter the first letter of the name, and then press ▲ or ▼ to choose the name and number you want to call.
Press **OK**.

Fax Redial

If you are sending a fax manually and the line is busy, press **Redial/Pause**, and then press **Mono Start** or **Colour Start** to try again. If you want to make a second call to a number you recently dialled, you can press **Redial/Pause** and choose one of the last 30 numbers from the Outgoing Call List.

Redial/Pause only works if you dialled from the control panel. *If you are sending a fax automatically* and the line is busy, the machine will automatically redial up to three times at five minute intervals.

1. Press **Redial/Pause**.
2. Press ▲ or ▼ to choose the number you want to redial.
   Press **OK**.
3. Press ▲ or ▼ to choose `Send a fax`.
   Press **OK**.
4. Press **Mono Start** or **Colour Start**.

Note

In Real Time Transmission the automatic redial feature does not work when using the scanner glass.

Additional dialling operations

Outgoing Call history

The last 30 numbers you sent a fax to will be stored in the outgoing call history. You can choose one of these numbers to fax to, add to Speed Dial, or delete from the history.

1. Press **Redial/Pause**.
   You can also choose `Outgoing Call` by pressing (**FAX**).
2. Press ▲ or ▼ to choose the number you want.
   Press **OK**.
3. Do one of the following:
   - To send a fax, press ▲ or ▼ to choose `Send a fax`.
     Press **OK**.
     Press **Mono Start** or **Colour Start**.
   - If you want to store the number, press ▲ or ▼ to choose `Add to Speed Dial`.
     Press **OK**.
     (See *Storing Speed Dial numbers from Outgoing Calls* in *chapter 5* in the *Advanced User's Guide*.)
   - Press ▲ or ▼ to choose `Delete`.
     Press **OK**.
     Press **1** to confirm.
4. Press **Stop/Exit**.

Caller ID history

This feature requires the Caller ID subscriber service offered by many local telephone companies. (See *Caller ID (U.K. and Ireland only)* on page 29.)

The numbers, or names if available, from the last 30 faxes and telephone calls you received will be stored in the Caller ID history. You can view the list or choose one of these numbers to fax to, add to Speed Dial or delete from the history. When the thirty-first call comes into the machine, it replaces information about the first call.

Note

If you are not a Caller ID subscriber, you can still view call dates from the Caller ID history, and delete entries from the list.

1. Press **Redial/Pause** and press ✳.
   You can also choose `Caller ID hist.` by pressing (**FAX**).
2. Press ▲ or ▼ to choose the number you want.
   Press **OK**.
3. Do one of the following:
   - To send a fax, press ▲ or ▼ to choose `Send a fax`.
     Press **OK**.
     Press **Mono Start** or **Colour Start**.
   - If you want to store the number, press ▲ or ▼ to choose `Add to Speed Dial`.
     Press **OK**.
     (See *Storing Speed Dial numbers from Outgoing Calls* in *chapter 5* in the *Advanced User's Guide*.)
   - If you want to delete the number, press ▲ or ▼ to choose `Delete`.
     Press **OK**.
     Press **1** to confirm.
4. Press **Stop/Exit**.

Note

You can print the Caller ID list.
(See *How to print a report* in *chapter 6* in the *Advanced User's Guide*.)

Storing numbers

You can set up your machine to do the following types of easy dialling: Speed Dial and Groups for broadcasting faxes. When you dial a Quick Dial number, the LCD shows the number.

Note

If you lose electrical power, the Quick Dial numbers that are in the memory will not be lost.

Storing a pause

Press **Redial/Pause** to put a 3.5-second pause between numbers. If you are dialling overseas, you can press **Redial/Pause** as many times as needed to increase the length of the pause.

Storing Speed Dial numbers

Names and numbers can be stored as two-digit Speed Dial locations. You can store up to 40 different Speed Dial locations. When you dial you will only have to press a few keys (for example: (**Speed Dial**), `Search`, **OK**, the two-digit number, and **Mono Start** or **Colour Start**).

1. Press (**Speed Dial**).
2. Press ▲ or ▼ to choose `Set Speed Dial`.
   Press **OK**.
3. Press ▲ or ▼ to choose the Speed Dial location where you want to store the number in.
   Press **OK**.
4. Do one of the following:
   - Enter the name (up to 16 characters) using the dial pad.
     Press **OK**.

     (To help you enter letters, see *Entering Text* on page 91.)
   - To store the number without a name, press **OK**.
5. Enter the fax or telephone number (up to 20 digits).
   Press **OK**.
6. Press ▲ or ▼ to choose `Complete`.
   Press **OK**.
7. Do one of the following:
   - To store another Speed Dial number, go to step ❸.
   - If you are finished storing numbers, press **Stop/Exit**.

Changing Speed Dial names or numbers

You can change a Speed Dial name or number that has already been stored.

1. Press (**Speed Dial**).
2. Press ▲ or ▼ to choose `Set Speed Dial`.
   Press **OK**.
3. Press ▲ or ▼ to choose the 2-digit Speed Dial location you want to change.
   Press **OK**.
4. Do one of the following:
   - Press ▲ or ▼ to choose `Change`.
     Press **OK**.
   - Press ▲ or ▼ to choose `Delete`.
     Press **OK**.
     Press **1** to confirm.
     Go to step 8.

Note

How to change the stored name or number:

If you want to change a character, press ◄ or ► to position the cursor under the character you want to change, and then press **Clear**. Re-enter the character.

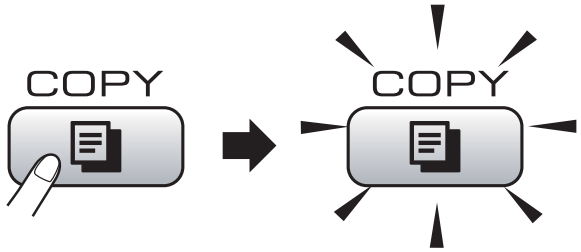
5. If you want to change the name, press ▲ or ▼ to choose `Name`, then press **OK** and enter the new name using the dial pad (up to 16 characters).
   Press **OK**.
   (See *Entering Text* on page 91.)
6. If you want to change the Fax/Tel number, press ▲ or ▼ to choose `Fax/Tel:`, then press **OK** and enter the new fax or telephone number using the dial pad (up to 20 digits).
   Press **OK**.
7. Press ▲ or ▼ to choose `Complete`.
   Press **OK**.
8. Press **Stop/Exit**.

8 Making copies

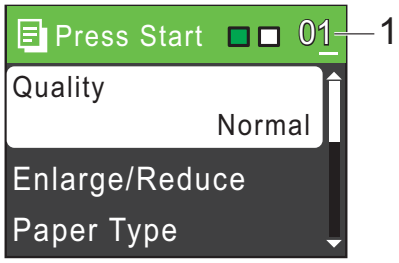
How to copy

The following steps show the basic copy operation. For details about each option, see the *Advanced User's Guide*.

1. Make sure you are in copy mode, press (**COPY**) to illuminate it in blue.



- The LCD shows:



1 No. of Copies
You can enter the number of copies you want by using the dial pad.

Note

The default setting is Fax mode. You can change the amount of time that the machine stays in Copy mode after the last copy operation. (See *Mode Timer* in *chapter 1* in the *Advanced User's Guide*.)

2. Do one of the following to load your document:
   - Place the document *face down* in the ADF.
     (See *Using the ADF (MFC-J410 and MFC-J415W only)* on page 20.)
   - Load your document *face down* on the scanner glass.
     (See *Using the scanner glass* on page 20.)
3. If you want more than one copy, enter the number (up to 99).
4. Press **Mono Start** or **Colour Start**.

Stop copying

To stop copying, press **Stop/Exit**.

Copy settings

You can change the following copy settings. Press **COPY** and then press ▲ or ▼ to scroll through the copy settings. When the setting you want is highlighted, press **OK**.

(Basic User's Guide)

For details about changing the following copy settings, see page 42.

- Paper Type
- Paper Size

(Advanced User's Guide)

For details about changing the following copy settings, see chapter 7:

- Quality
- Enlarge/Reduce
- Density
- Stack/Sort (MFC-J410 and MFC-J415W only)
- Page Layout
- Set New Default
- Factory Reset

Note

If you want to sort copies, use the ADF. (MFC-J410 and MFC-J415W only)

Paper Options

Paper Type

If you are copying on special paper, set the machine for the type of paper you are using to get the best print quality.

1. Press (**COPY**).
2. Load your document.
3. Enter the number of copies you want.
4. Press ▲ or ▼ to choose Paper Type. Press **OK**.
5. Press ▲ or ▼ to choose Plain Paper, Inkjet Paper, Brother BP71, Brother BP61, Other Glossy or Transparency. Press **OK**.
6. If you do not want to change additional settings, press **Mono Start** or **Colour Start**.

Paper Size

If you are copying on paper other than A4 size, you will need to change the paper size setting. You can copy only on A4, Legal, Letter, A5 or Photo 10 × 15 cm paper.

1. Press (**COPY**).
2. Load your document.
3. Enter the number of copies you want.
4. Press ▲ or ▼ to choose Paper Size. Press **OK**.
5. Press ▲ or ▼ to choose A4, A5, 10x15cm, Letter or Legal. Press **OK**.
6. If you do not want to change additional settings, press **Mono Start** or **Colour Start**.

9 Printing photos from a memory card

PhotoCapture Center™ operations

Even if your machine is *not* connected to your computer, you can print photos directly from digital camera media. (See *Print Images* on page 46.)

You can scan documents and save them directly to a memory card. (See *How to scan to a memory card* on page 47.)

If your machine is connected to a computer, you can access a memory card that is inserted in the front of the machine from your computer.

(See *PhotoCapture Center*™ for Windows® or *Remote Setup & PhotoCapture Center*™ for Macintosh in the *Software User's Guide*.)

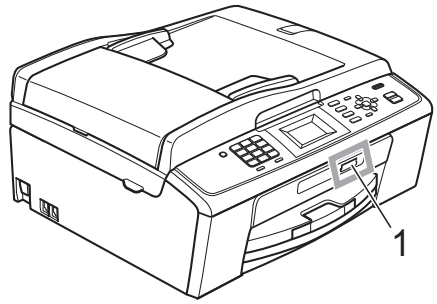
Using a memory card

Your Brother machine has media drives (slots) for use with the following popular digital camera media: Memory Stick™, Memory Stick PRO™, Memory Stick Duo™, Memory Stick PRO Duo™, SD and SDHC.

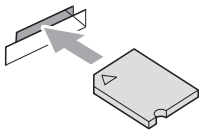
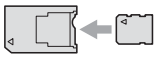
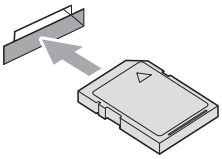
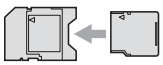
The PhotoCapture Center™ feature lets you print digital photos from your digital camera at high resolution to get photo quality printing.

Getting started

Firmly put a memory card into the correct slot.



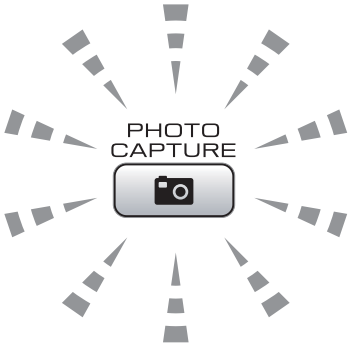
1 Memory card slot

Slot	Compatible memory cards	
Upper slot 		Memory Stick™ Memory Stick PRO™
		Memory Stick Duo™ Memory Stick PRO Duo™
		Memory Stick Micro™ (Adapter required)
Lower slot 		SD SDHC
		mini SD (Adapter required) micro SD (Adapter required)

IMPORTANT

DO NOT insert a Memory Stick Duo™ into the lower SD slot, this may cause damage to the machine.

PHOTO CAPTURE key indications:



- **PHOTO CAPTURE** light is on, the memory card is correctly inserted.
- **PHOTO CAPTURE** light is off, the memory card is not correctly inserted.
- **PHOTO CAPTURE** light is blinking, the memory card is being read or written to.

IMPORTANT

DO NOT unplug the power cord or remove the memory card from the media drive (slot) while the machine is reading or writing to the memory card (the **PHOTO CAPTURE** key is blinking). **You will lose your data or damage the card.**

The machine can only read one device at a time.

Print Images

View Photos

You can preview your photos on the LCD before you print them. If your photos are large files there may be a delay before each photo is displayed on the LCD.

1. Make sure you have put the memory card in the correct slot.
   Press (**PHOTO CAPTURE**).
2. Press ▲ or ▼ to choose `View Photo(s).`
   Press **OK**.
3. Press ◀ or ▶ to choose your photo.
4. Enter the number of copies you want using the dial pad.
5. Repeat step ❸ and step ❹ until you have chosen all the photos.

Note

Press **Clear** to go back to the previous level.

6. After you have chosen all the photos, do one of the following:
   - Press **OK** and change the print settings. (See *PhotoCapture Center™ print settings* on page 46.)
   - If you do not want to change any settings, press **Colour Start** to print.

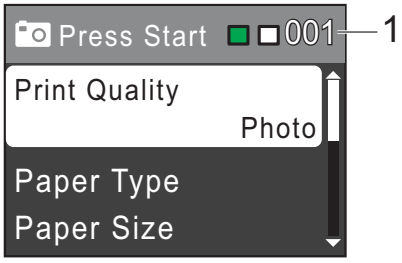
PhotoCapture Center™ print settings

You can change the print settings temporarily.

The machine returns to its default settings after 3 minutes, or if the Mode Timer returns the machine to Fax mode. (See *Mode Timer* in *chapter 1* in the *Advanced User's Guide*.)

Note

You can save the print settings you use most often by setting them as the default. (See *Setting your changes as a new default* in *chapter 8* in the *Advanced User's Guide*.)



1 No. of prints

(For View Photo(s)
You can see the total number of photos that will be printed.

(For Print All Photos, Print Photos)
You can see the number of copies of each photo that will be printed.

(For DPOF printing) This does not appear.

How to scan to a memory card

You can scan monochrome and colour documents onto a memory card. Monochrome documents will be stored in PDF (*.PDF) or TIFF (*.TIF) file formats. Colour documents may be stored in PDF (*.PDF) or JPEG (*.JPG) file formats. The factory setting is Color 150 dpi and the default file format is PDF. The machine automatically creates file names based on the current date. (For details, see the *Quick Setup Guide*.) For example, the fifth image scanned on July 1, 2010 would be named 01071005.PDF. You can change the colour and quality.

Quality	Selectable File Format
Color 150 dpi	JPEG / PDF
Color 300 dpi	JPEG / PDF
Color 600 dpi	JPEG / PDF
B/W 200x100 dpi	TIFF / PDF
B/W 200 dpi	TIFF / PDF

1. Make sure you have put the memory card in the correct slot.

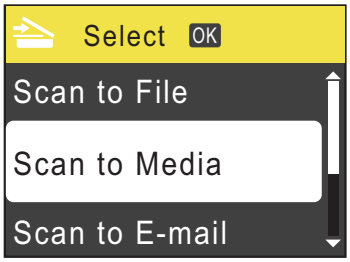
IMPORTANT

DO NOT take out the memory card while **PHOTO CAPTURE** is blinking to avoid damaging the card or data stored on it.

2. Load your document.

3. When you want to scan to a memory card, press (**SCAN**).

4. Press ▲ or ▼ to choose Scan to Media.



Press **OK**.

5. Do one of the following:

- To change the quality, press ▲ or ▼ to choose Quality.
  Press **OK**.
  Go to step 6.
- Press **Mono Start** or **Colour Start** to start scanning without changing additional settings.

6. Press ▲ or ▼ to choose Color 150 dpi, Color 300 dpi, Color 600 dpi, B/W 200x100 dpi or B/W 200 dpi.
   Press **OK**.

7. Do one of the following:

- To change the file type, go to step 8.
- Press **Mono Start** or **Colour Start** to start scanning without changing additional settings.

8. Press ▲ or ▼ to choose File Type.
   Press **OK**.
   Press ▲ or ▼ to choose JPEG, PDF or TIFF.
   Press **OK**.

Note

- If you chose a Color resolution in step 6, you cannot choose TIFF.
- If you chose a B/W resolution in step 6, you cannot choose JPEG.

9 Do one of the following:

- To change the file name, go to step ⓾.
- Press **Mono Start** or **Colour Start** to start scanning without changing additional settings.

10 The file name is set automatically; however, you can enter a name of your choice using the dial pad.
Press ▲ or ▼ to choose `File Name`.
Press **OK**.
Enter the new name. (See *Entering Text* on page 91.)
You can only change the first 6 characters.
Press **OK**.

Note

Press **Clear** to delete the current name.

11 Press **Mono Start** or **Colour Start**.

10 How to print from a computer

Printing a document

The machine can receive data from your computer and print it. To print from a computer, install the printer driver.

(See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* for the details about the print settings.)

1. Install the Brother printer driver on the Installation CD-ROM. (See the *Quick Setup Guide*.)
2. From your application, choose the Print command.
3. Choose the name of your machine in the **Print** dialog box and click **Properties**.
4. Choose the settings you want in the Properties dialog box.
   - **Media Type/Quality**
   - **Paper Size**
   - **Page Layout**
   - **Colour Settings**
   - **Scaling**
   - **Use Watermark**
   - **Print Date & Time**
5. Click **OK**.
6. Click **OK** to begin printing.

11 How to scan to a computer

Scanning a document

There are several ways to scan documents. You can use the **SCAN** key on the machine or the scanner drivers on your computer.

1. To use the machine as a scanner, install a scanner driver.
   If the machine is on a Network, configure it with a TCP/IP address. (MFC-J265W and MFC-J415W only)
   - Install the scanner drivers on the Installation CD-ROM. (See the *Quick Setup Guide* and *Scanning* in the *Software User's Guide*.)
   - (MFC-J265W and MFC-J415W only) Configure the machine with a TCP/IP address if network scanning does not work. (See *Configuring Network Scanning* in the *Software User's Guide*.)
2. Load your document. (See *How to load documents* on page 20.)
   - Use the ADF to scan multiple pages of documents. It feeds each sheet automatically. (MFC-J410 and MFC-J415W only)
   - Use the scanner glass to scan a page of a book or one sheet at a time.
3. Do one of the following:
   - To scan using the **SCAN** key, go to *Scanning using the scan key*.
   - To scan using a scanner driver at your computer, go to *Scanning using a scanner driver*.

Scanning using the scan key

For more information, see *Using the Scan key* in the *Software User's Guide*.

1. Press the **SCAN** key.
2. Choose the scan mode you want.
   - `Scan to File`
   - `Scan to Media`
   - `Scan to E-mail`
   - `Scan to OCR` [1]
   - `Scan to Image`

   [1] MFC-J410 and MFC-J415W only (Macintosh users)
   Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 3 for further instructions.
3. (MFC-J265W and MFC-J415W only) Choose the computer you want to send the data to.
4. Press **Start** to begin scanning.

Scanning using a scanner driver

For more information, see *Scanning a document using the TWAIN driver* or *Scanning a document using the WIA driver* in the *Software User's Guide*.

1. Start a scanning application and click the **Scan** button.
2. Adjust the settings such as **Resolution**, **Brightness** and **Scan Type** in the **Scanner Setup** dialog box.
3. Click **Start** or **Scan** to begin scanning.

A Routine maintenance

Replacing the ink cartridges

Your machine is equipped with an ink dot counter. The ink dot counter automatically monitors the level of ink in each of the 4 cartridges. When the machine detects an ink cartridge is running out of ink, the machine will tell you with a message on the LCD.

The LCD will tell you which ink cartridge is low or needs replacing. Be sure to follow the LCD prompts to replace the ink cartridges in the correct order.

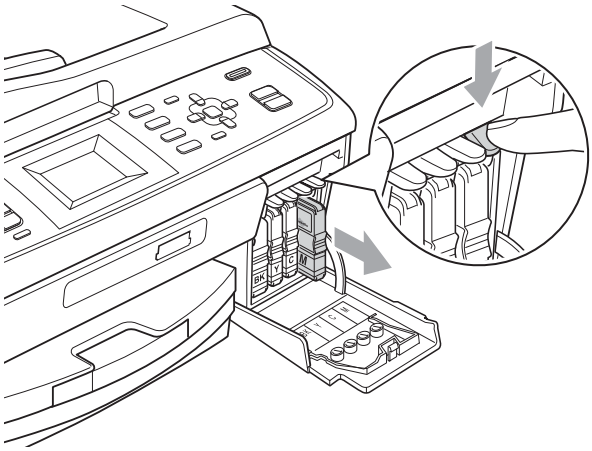
Even though the machine tells you to replace an ink cartridge, there will be a small amount of ink left in the ink cartridge. It is necessary to keep some ink in the ink cartridge to prevent air from drying out and damaging the print head assembly.

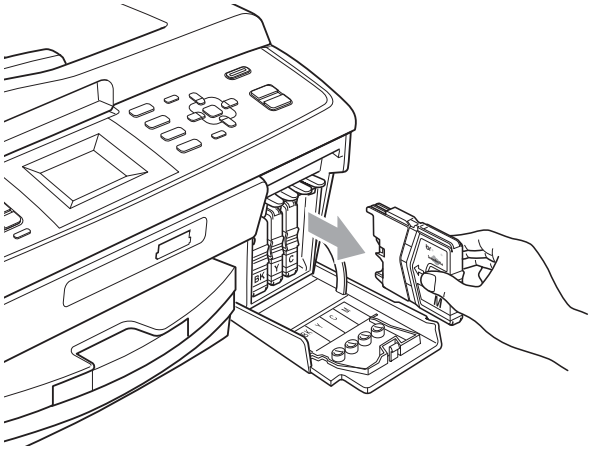
IMPORTANT

Brother multifunction machines are designed to work with ink of a particular specification and will work to a level of optimum performance and reliability when used with genuine Brother Original ink cartridges. Brother cannot guarantee this optimum performance and reliability if ink or ink cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than genuine Brother Original cartridges or the refilling of used cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using incompatible products with this machine, any repairs required as a result may not be covered by the warranty.

1. Open the ink cartridge cover.
   If one or more of the ink cartridges have reached the end of their life, the LCD shows `B&W Print Only` or `Cannot Print`.

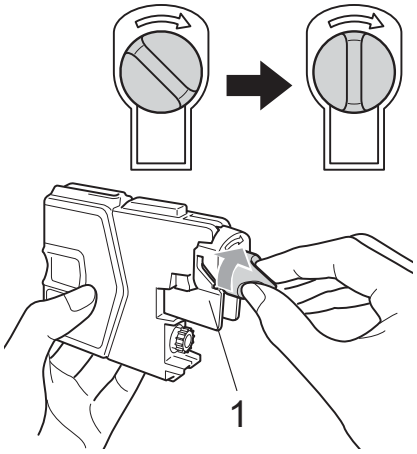
2. Press the lock release lever as shown to release the cartridge indicated on the LCD. Remove the cartridge from the machine.

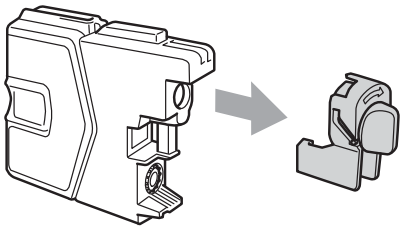




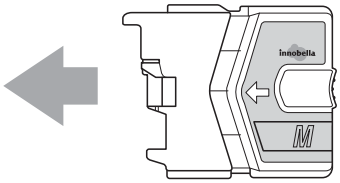
3. Open the new ink cartridge bag for the colour shown on the LCD, and then take out the ink cartridge.

4 Turn the green knob on the protective yellow cap clockwise until it clicks to release the vacuum seal, then remove the cap (1).

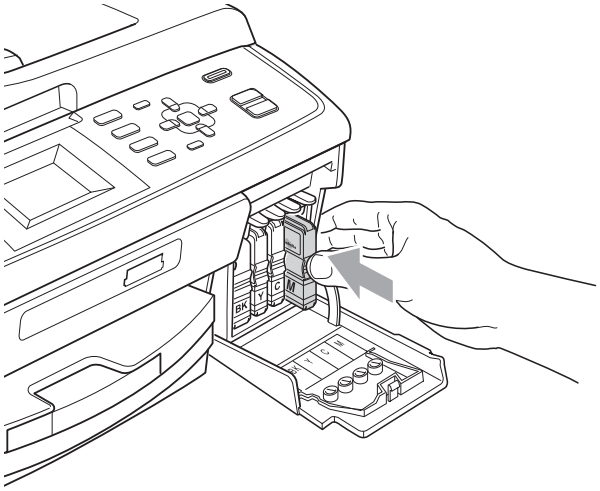




5 Each colour has its own correct position. Insert the ink cartridge in the direction of the arrow on the label.



6 Gently push the ink cartridge until it clicks, and then close the ink cartridge cover.



7 The machine will automatically reset the ink dot counter.

Note

- If you replaced an ink cartridge, for example Black, the LCD may ask you to verify that it was a brand new one (for example, `Did You Change` BK `Black`). For each new cartridge you installed, press **1** (`Yes`) to automatically reset the ink dot counter for that colour. If the ink cartridge you installed is not a brand new one, be sure to press **2** (`No`).
- If the LCD shows `No Ink Cartridge` or `Cannot Detect` after you install the ink cartridges, check that the ink cartridges are installed correctly.

⚠ CAUTION

If ink gets in your eyes, wash it out with water at once and call a doctor if you are concerned.

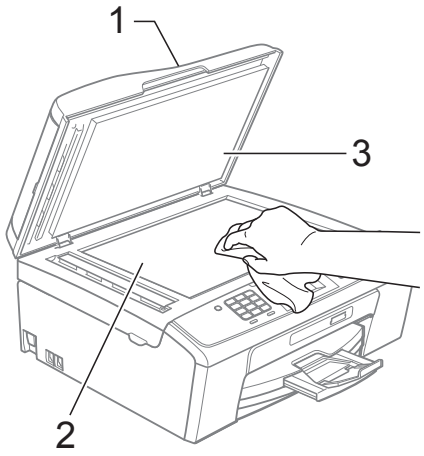
IMPORTANT

- DO NOT take out ink cartridges if you do not need to replace them. If you do so, it may reduce the ink quantity and the machine will not know the quantity of ink left in the cartridge.
- DO NOT touch the cartridge insertion slots. If you do so, the ink may stain your skin.
- If ink gets on your skin or clothing immediately wash it off with soap or detergent.
- If you mix the colours by installing an ink cartridge in the wrong position, clean the print head several times after correcting the cartridge installation.
- Once you open an ink cartridge, install it in the machine and use it up within six months of installation. Use unopened ink cartridges by the expiration date written on the cartridge package.
- DO NOT dismantle or tamper with the ink cartridge, this can cause the ink to leak out of the cartridge.

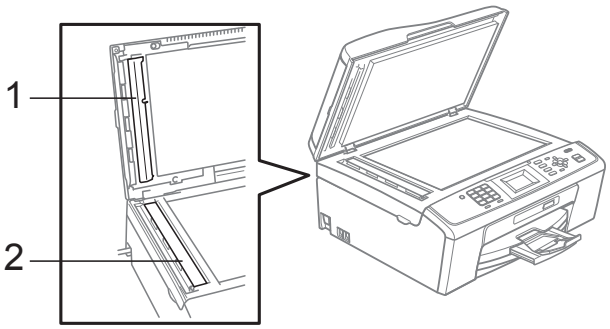
Cleaning and checking the machine

Cleaning the scanner glass

1. Lift the document cover (1). Clean the scanner glass (2) and the white plastic (3) with a soft lint-free cloth moistened with a non-flammable glass cleaner.



2. (MFC-J410 and MFC-J415W only)
In the ADF unit, clean the white bar (1) and the glass strip (2) with a lint-free cloth moistened with a non-flammable glass cleaner.



A

Note

In addition to cleaning the glass strip with a non-flammable glass cleaner, run your finger tip over the glass strip to see if you can feel anything on it. If you feel dirt or debris, clean the glass strip again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning attempt.

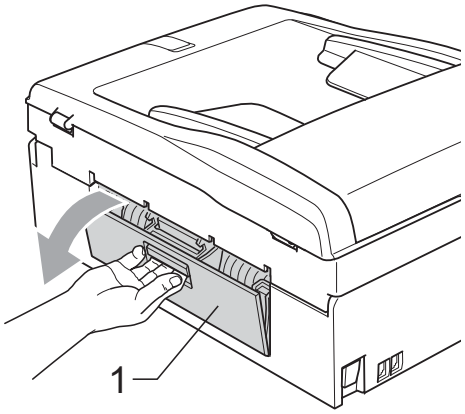


When there is a spot of dirt or correction fluid on the glass strip the printed sample shows a vertical line.

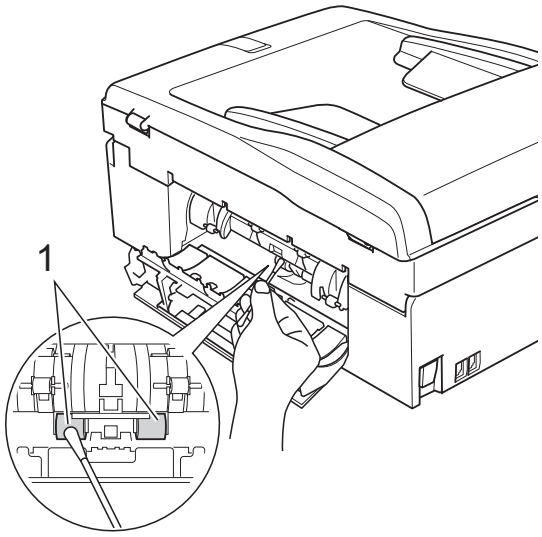
After the glass strip is cleaned the vertical line is gone.

Cleaning the paper pick-up rollers

1. Pull the paper tray completely out of the machine.
2. Unplug the machine from the electrical socket and open the Jam Clear Cover (1).



3. Clean the Paper Pick-up Rollers (1) with isopropyl alcohol on a cotton swab.



4. Close the Jam Clear Cover.
   Make sure the cover is closed correctly.
5. Put the paper tray firmly back in the machine.
6. Re-connect the power cord.

Cleaning the print head

To maintain good print quality, the machine will automatically clean the print head when needed. You can start the cleaning process manually if there is a print quality problem.

Clean the print head and ink cartridges if you get a horizontal line in the text or graphics, or blank text on your printed pages. You can clean Black only, three colours at a time (Cyan/Yellow/Magenta), or all four colours at once.

Cleaning the print head consumes ink. Cleaning too often uses ink unnecessarily.

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Ink Management`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Cleaning`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Black`, `Color` or `All`.
   Press **OK**.
   The machine cleans the print head.
   When cleaning is finished, the machine will go back to the standby mode automatically.

Note

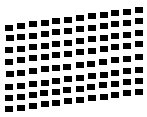
If you clean the print head at least five times and the print has not improved, try installing a new Brother Original Innobella™ ink cartridge for each problem colour. Try cleaning the print head again up to five more times. If the print has not improved call your Brother dealer.

Checking the print quality

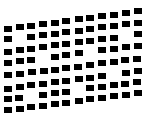
If faded or streaked colours and text appear on your output, some of the nozzles may be clogged. You can check this by printing the Print Quality Check Sheet and looking at the nozzle check pattern.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Ink Management`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Test Print`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Print Quality`.
   Press **OK**.
5. Press **Colour Start**.
   The machine begins printing the Print Quality Check Sheet.
6. Check the quality of the four colour blocks on the sheet.
7. The LCD asks you if the print quality is OK.
   Do one of the following:
   - If all lines are clear and visible, press **1** (`Yes`) to finish the Print Quality check and go to step ⓫.
   - If you can see missing short lines as shown below, press **2** to choose `No`.

OK



Poor



8. The LCD asks you if the print quality is OK for black and three colours.
   Press **1** (`Yes`) or **2** (`No`).

A

9 The LCD asks you if you want to start cleaning.
Press **1** (Yes).
The machine starts cleaning the print head.

10 After cleaning is finished, press **Colour Start**.
The machine starts printing the Print Quality Check Sheet again. Return to step ❻.

11 Press **Stop/Exit**.
If you repeat this procedure at least five times and the print quality is still poor, replace the ink cartridge for the clogged colour.
After replacing the ink cartridge, check the print quality. If the problem still exists, repeat the cleaning and test print procedures at least five times for the new ink cartridge. If ink is still missing, call your Brother dealer.

IMPORTANT

DO NOT touch the print head. Touching the print head may cause permanent damage and may void the print head's warranty.

Note



When a print head nozzle is clogged the printed sample looks like this.



After the print head nozzle is cleaned, the horizontal lines are gone.

Checking the print alignment

You may need to adjust the print alignment after transporting the machine, if your printed text becomes blurred or images become faded.

1 Press **Menu**.

2 Press ▲ or ▼ to choose Ink Management.
Press **OK**.

3 Press ▲ or ▼ to choose Test Print.
Press **OK**.

4 Press ▲ or ▼ to choose Alignment.
Press **OK**.

5 Press **Mono Start** or **Colour Start**.
The machine starts printing the Alignment Check Sheet.

6 Check the 600 dpi and 1200 dpi test prints to see if number 5 most closely matches number 0.

7 Do one of the following:

- If the number 5 samples of both the 600 dpi and 1200 dpi test prints are the best matches, press **1** (Yes) to finish the Alignment Check and go to step ❿.
- If another test print number is a better match for either 600 dpi or 1200 dpi, press **2** (No) to choose it.

8 For 600 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

9 For 1200 dpi, press the number of the test print that most closely matches the number 0 sample (1-8).

10 Press **Stop/Exit**.

B Troubleshooting

Error and Maintenance messages

As with any sophisticated office product, errors may occur and consumable items may need to be replaced. If this happens, your machine identifies the error and shows an error message. The most common error and maintenance messages are shown below.

You can correct most errors and routine maintenance by yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit us at http://solutions.brother.com/

Error Message	Cause	Action
`B&W Print Only` `Replace Ink`	One or more of the colour ink cartridges have reached the end of their life. You can use the machine in monochrome mode for approximately four weeks depending on the number of pages you print. While this message appears on the LCD, each operation works in the following way: ■ Printing If you click **Greyscale** in the **Advanced** tab of the printer driver you can use the machine as a monochrome printer. ■ Copying If the paper type is set to `Plain Paper` or `Inkjet Paper` you can make copies in monochrome. ■ Faxing If the paper type is set to `Plain Paper` or `Inkjet Paper`, the machine will receive and print the faxes in monochrome. If a sending machine has a colour fax, the machine's "handshake" will ask that the fax be sent as monochrome. If the paper type is set to `Other Glossy`,`Brother BP71` or `Brother BP61` the machine will stop all print operations. *If you unplug the machine, or take out the ink cartridge, you cannot use the machine until you change to a new ink cartridge.*	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 51.)

Error Message	Cause	Action
BT Call Sign On (U.K. only)	BT Call Sign is set to ON. You cannot change the Receive Mode from Manual to another mode.	Set BT Call Sign to OFF. (See *BT Call Sign (U.K. only)* in *chapter 5* in the *Advanced User's Guide*.)
Cannot Detect	You installed a new ink cartridge too quickly and the machine did not detect it.	Take out the new ink cartridge and re-install it slowly until it clicks.
	If you are using non Brother Original ink the machine may not detect the ink cartridge.	Replace the cartridge with a Brother Original ink cartridge. If the error message remains, contact your Brother dealer.
	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* on page 51.)
Cannot Print Replace Ink	One or more of the ink cartridges have reached the end of their life. The machine will stop all print operations. While memory is available, monochrome faxes will be stored in the memory. If a sending machine has a colour fax, the machine's "handshake" will ask that the fax be sent as monochrome.	Replace the ink cartridges. (See *Replacing the ink cartridges* on page 51.)
Comm.Error	Poor telephone line quality caused a communication error.	If the problem continues, call the telephone company and ask them to check your telephone line.
Cover is Open	The scanner cover is not completely closed.	Lift the scanner cover and then close it again.
	The ink cartridge cover is not completely closed.	Firmly close the ink cartridge cover until it clicks.
Data Remaining	Print data is left in the machine's memory.	Press **Stop/Exit**. The machine will cancel the job and clear it from the memory. Try to print again.
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	(See *Using the ADF (MFC-J410 and MFC-J415W only)* on page 20.) (See *Document jam (MFC-J410 and MFC-J415W only)* on page 62.)
High Temperature	The print head is too warm.	Allow the machine to cool down.

Error Message	Cause	Action
Ink Absorber Full	Internal servicing required. This problem may be caused by the use of cartridges other than genuine Brother Original cartridges or the refilling of empty cartridges with ink from other sources. If damage is caused to the print head or other parts of this machine as a result of using other brands of ink or ink cartridges, any repairs required as a result may not be covered by the warranty.	Call Brother Customer Service / your Brother dealer.
Ink Absorber NearFull	The ink absorber box or flushing box is near full.	Call Brother Customer Service / your Brother dealer.
Ink low	One or more of the ink cartridges are near the end of their life. If a sending machine has a colour fax to send, your machine's "handshake" will ask that the fax be sent as monochrome. If the sending machine has the ability to convert it, the colour fax will be printed at your machine as a monochrome fax.	Order a new ink cartridge. You can continue printing until the LCD shows Cannot Print. (See *Replacing the ink cartridges* on page 51.)
Low Temperature	The print head is too cold.	Allow the machine to warm up.
Media Error	The memory card is either corrupted, incorrectly formatted, or there is a problem with the memory card.	Put the card firmly into the slot again to make sure it is in the correct position. If the error remains, check the media drive (slot) of the machine by putting in another memory card that you know is working.
Media is Full.	The memory card you are using already contains 999 files.	Your machine can only save to your memory card if it contains less than 999 files. Try deleting unused files to free some space and try again.
No Caller ID	There is no incoming call history. You did not receive calls or you have not subscribed to the Caller ID service from your telephone company.	If you want to use the Caller ID feature call your telephone company. (See *Caller ID (U.K. and Ireland only)* on page 29.)
No File	The memory card in the media drive does not contain a .JPG file.	Put the correct memory card into the slot again.
No Ink Cartridge	An ink cartridge is not installed correctly.	Take out the new ink cartridge and re-install it slowly until it clicks. (See *Replacing the ink cartridges* on page 51.)

Error Message	Cause	Action
No Paper Fed	The machine is out of paper or paper is not correctly loaded in the paper tray.	Do one of the following: ■ Refill the paper in the paper tray, and then press **Mono Start** or **Colour Start**. ■ Remove the paper and load it again and then press **Mono Start** or **Colour Start**. (See *Loading paper and other print media* on page 9.)
	The paper is jammed in the machine.	Remove the jammed paper by following the steps in *Printer jam or paper jam* on page 63.
	The Jam Clear Cover is not closed correctly.	Check the Jam Clear Cover is closed evenly at both ends. (See *Printer jam or paper jam* on page 63.)
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
Not Registered	You tried to access a Speed Dial number that is not programmed.	Set up the Speed Dial number. (See *Storing Speed Dial numbers* on page 39.)
Out of Memory	The machine's memory is full.	When copy operation is in progress, press **Stop/Exit** and wait until the other operations in progress finish and then try again.
	The memory card you are using does not have enough free space to scan the documents.	Delete unused files from your memory card to make some free space and then try again.
Paper Jam	Paper is jammed in the machine.	Open the Jam Clear Cover (at the back of the machine) and remove the jammed paper. (See *Printer jam or paper jam* on page 63.)
		Make sure the paper length guide is adjusted to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper.
Unable to Clean XX Unable to Init. XX Unable to Print XX Unable to Scan XX	The machine has a mechanical problem. **—OR—** A foreign object such as a paper clip or ripped paper is in the machine.	Open the scanner cover and remove any foreign objects and paper scraps from inside the machine. If the error message continues, see *Transferring your faxes or Fax Journal report* on page 61 before disconnecting the machine so you will not lose any important messages. Then, disconnect the machine from the power for several minutes and reconnect it.
Wrong Paper Size	Paper is not the correct size.	Check that the Paper Size setting matches the size of paper in the tray. Load the correct size of paper, and then press **Mono Start** or **Colour Start**. (See *Paper Size* on page 15.)

Error animations display

Error animations display step-by-step instructions when paper gets jammed. You can read the steps at your own pace by pressing ▶ to see the next step and ◀ to go backward.

Transferring your faxes or Fax Journal report

If the LCD shows:

- `Unable to Clean XX`
- `Unable to Init. XX`
- `Unable to Print XX`
- `Unable to Scan XX`

We recommend transferring your faxes to another fax machine or to your PC. (See *Transferring faxes to another fax machine* on page 61.)

You can also transfer the Fax Journal report to see if there are any faxes you need to transfer. (See *Transferring the Fax Journal report to another fax machine* on page 62.)

Transferring faxes to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (Station ID)* in the *Quick Setup Guide*.)

1. Press **Stop/Exit** to interrupt the error temporarily.
2. Press **Menu**.
3. Press ▲ or ▼ to choose `Service`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Data Transfer`.
   Press **OK**.
5. Press ▲ or ▼ to choose `Fax Transfer`.
   Press **OK**.
6. Do one of the following:
   - If the LCD shows `No Data`, there are no faxes left in the machine's memory.

     Press **Stop/Exit**.
   - Enter the fax number to which faxes will be forwarded.
7. Press **Mono Start**.

Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode. (See *Enter personal information (Station ID)* in the *Quick Setup Guide*.)

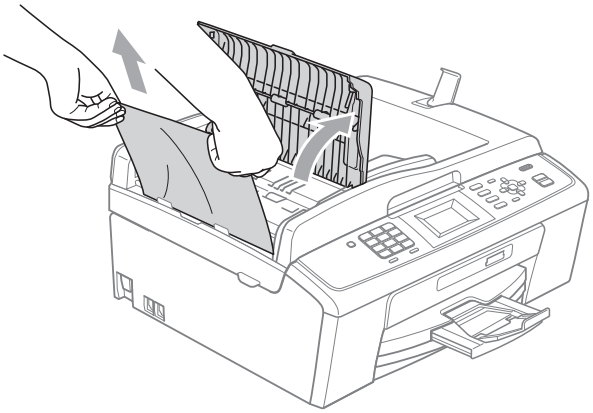
1. Press **Stop/Exit** to interrupt the error temporarily.
2. Press **Menu**.
3. Press ▲ or ▼ to choose `Service`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Data Transfer`.
   Press **OK**.
5. Press ▲ or ▼ to choose `Report Trans.`
   Press **OK**.
6. Enter the fax number to which the Fax Journal report will be forwarded.
7. Press **Mono Start**.

Document jam (MFC-J410 and MFC-J415W only)

Documents can jam in the ADF unit if they are not inserted or fed correctly, or if they are too long. Follow the steps below to clear a document jam.

Document is jammed in the top of the ADF unit

1. Take out any paper from the ADF that is not jammed.
2. Open the ADF cover.
3. Pull the jammed document out to the left.



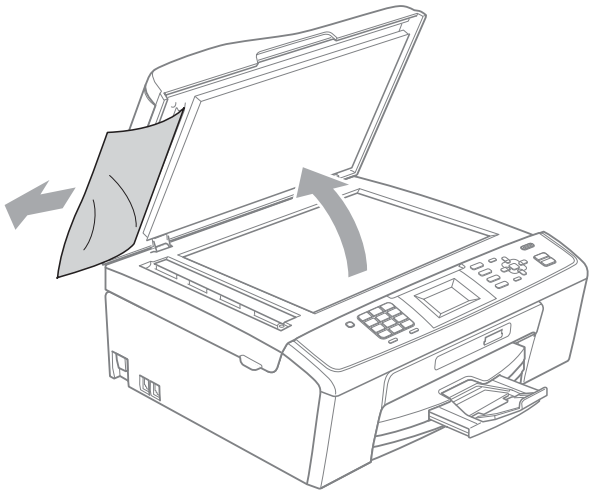
4. Close the ADF cover.
5. Press **Stop/Exit**.

IMPORTANT

To avoid document jams close the ADF cover correctly by pushing it gently in the middle.

Document is jammed inside the ADF unit

1. Take out any paper from the ADF that is not jammed.
2. Lift the document cover.
3. Pull the jammed document out to the left.



4. Close the document cover.
5. Press **Stop/Exit**.

Printer jam or paper jam

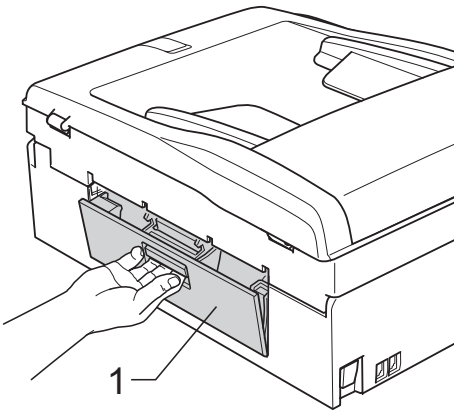
Take out the jammed paper depending on where it is jammed in the machine.

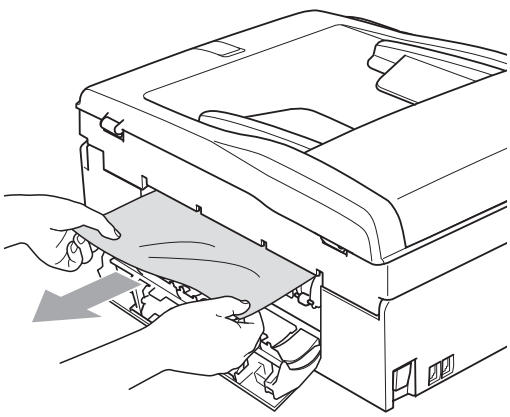
1. Unplug the machine from the electrical socket.

IMPORTANT

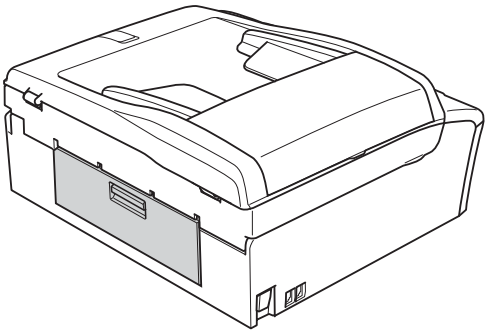
Before you unplug the machine from the power source, you can transfer your faxes that are stored in the memory to your PC or another fax machine so you will not lose any important messages. (See *Transferring your faxes or Fax Journal report* on page 61.)

2. Open the Jam Clear Cover (1) at the back of the machine. Pull the jammed paper out of the machine.

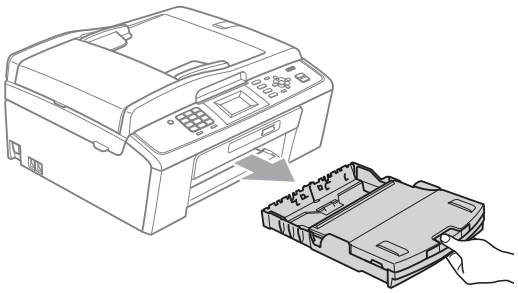




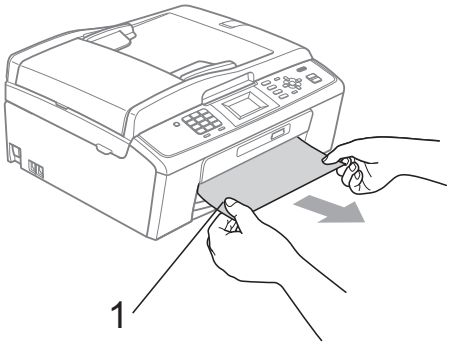
3 Close the Jam Clear Cover.
Make sure the cover is closed correctly.



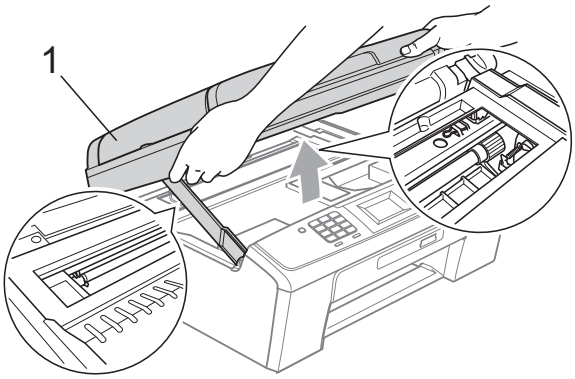
4 If the paper support flap is open, close it, and then close the paper support. Pull the paper tray completely out of the machine.



5 Pull out the jammed paper (1).



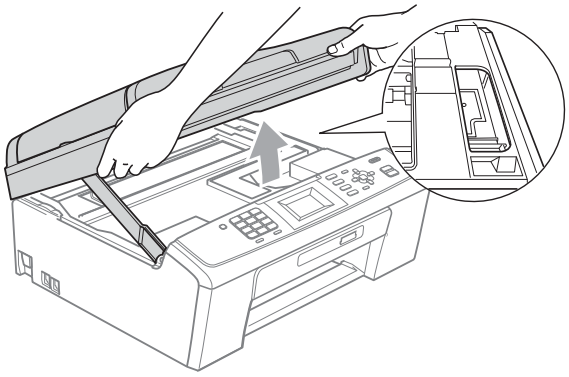
6 Using both hands, grasp the plastic tabs on both sides of the machine and lift the scanner cover (1) until it locks securely in the open position.



Move the print head (if necessary) to take out any paper remaining in this area. Make sure that jammed paper is not left in the corners of the machine. Check *both* ends of the print cartridge.

Note

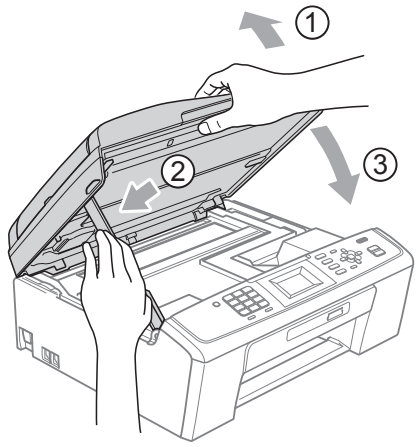
If the print head is at the right corner as shown in the illustration, you cannot move it. Re-connect the power cord, then hold down **Stop/Exit** until the print head moves to the middle. Unplug the machine from the power source, and take out the paper.



IMPORTANT

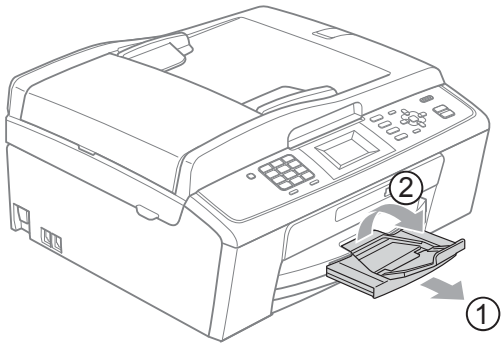
If ink gets on your skin or clothing immediately wash it off with soap or detergent.

7 Lift the scanner cover to release the lock (①). Gently push the scanner cover support down (②) and close the scanner cover (③) using both hands.



8 Push the paper tray firmly back into the machine.

9 While holding the paper tray in place, pull out the paper support (①) until it clicks, and then unfold the paper support flap (②).



Make sure you pull out the paper support until it clicks.

IMPORTANT

DO NOT use the paper support flap for Legal size paper.

10 Re-connect the power cord.

Troubleshooting

If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips.

Most problems can be easily resolved by yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.
Visit us at http://solutions.brother.com/

If you are having difficulty with your machine

Printing

Difficulty	Suggestions
No printout.	Check the interface cable or wireless connection on both the machine and your computer. (See the *Quick Setup Guide*.)
	Check that the machine is plugged in and that the **On/Off** key is on.
	One or more ink cartridges have reached the end of their life. (See *Replacing the ink cartridges* on page 51.)
	Check to see if the LCD is showing an error message. (See *Error and Maintenance messages* on page 57.)
	If the LCD shows `Cannot Print` and `Replace Ink`, see *Replacing the ink cartridges* on page 51.
	Check that the correct printer driver has been installed and chosen.
	Make sure that the machine is online. Click **Start** and then **Printers and Faxes**. **Brother MFC-XXXXX** (where XXXXX is your model name), and make sure that **Use Printer Offline** is unchecked.
	When you choose the **Print Odd Pages** and **Print Even Pages** settings, you may see a print error message on your computer, as the machine pauses during the printing process. The error message will disappear after the machine re-starts printing.
Poor print quality.	Check the print quality. (See *Checking the print quality* on page 55.)
	Make sure that the **Media Type** setting in the printer driver or the `Paper Type` setting in the machine's menu matches the type of paper you are using. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide* and *Paper Type* on page 15.)
	Make sure that your ink cartridges are fresh. The following may cause ink to clog: ■ The expiration date written on the cartridge package has passed. (Brother Original cartridges stay usable for up to two years if kept in their original packaging.) ■ The ink cartridge has been in your machine for over six months. ■ The ink cartridge may not have been stored correctly before use.
	Make sure you are using Brother Original Innobella™ ink. Brother does not recommend the use of cartridges other than genuine Brother Original cartridges or the refilling of used cartridges with ink from other sources.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 16.)
	The recommended environment for your machine is between 20 °C to 33 °C.

Printing (continued)

Difficulty	Suggestions
White horizontal lines appear in text or graphics.	Clean the print head. (See *Cleaning the print head* on page 55.)
	Make sure you are using Brother Original Innobella™ ink.
	Try using the recommended types of paper. (See *Acceptable paper and other print media* on page 16.)
The machine prints blank pages.	Clean the print head. (See *Cleaning the print head* on page 55.)
	Make sure you are using Brother Original Innobella™ ink.
Characters and lines are stacked.	Check the printing alignment. (See *Checking the print alignment* on page 56.)
Printed text or images are skewed.	Make sure the paper is loaded correctly in the paper tray and the paper side guides are adjusted correctly. (See *Loading paper and other print media* on page 9.)
	Make sure the Jam Clear Cover is closed correctly.
Smudged stain at the top centre of the printed page.	Make sure the paper is not too thick or curled. (See *Acceptable paper and other print media* on page 16.)
Smudged stain at the right or left corner of the printed page.	Make sure the paper is not curled when you print on the back side of the paper with the **Print Odd Pages** and **Print Even Pages** settings.
Printing appears dirty or ink seems to run.	Make sure you are using the recommended types of paper. (See *Acceptable paper and other print media* on page 16.) Don't handle the paper until the ink is dry.
	Make sure you are using Brother Original Innobella™ ink.
	If you are using photo paper, make sure that you have set the correct paper type. If you are printing a photo from your PC, set the **Media Type** in the **Basic** tab of the printer driver.
Stains appear on the reverse side or at the bottom of the page.	Make sure the printer platen is not dirty with ink. (See *Cleaning the machine's printer platen* in *appendix A* in the *Advanced User's Guide*.)
	Make sure you are using Brother Original Innobella™ ink.
	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 9.)
The machine prints dense lines on the page.	Check **Reverse Order** in the **Basic** tab of the printer driver.
The printouts are wrinkled.	In the printer driver **Advanced** tab, click **Colour Settings**, and uncheck **Bi-Directional Printing** for Windows® or **Bi-Directional Printing** for Macintosh.
	Make sure you are using Brother Original Innobella™ ink.
Cannot perform "Page Layout" printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time. Try the other quality settings in the printer driver **Advanced** tab. Also, click **Colour Settings**, and make sure you uncheck **Colour Enhancement**.
	Turn the borderless feature off. Borderless printing is slower than normal printing. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide*.)
Colour Enhancement is not working correctly.	If the image data is not full colour in your application (such as 256 colour), Colour Enhancement will not work. Use at least 24 bit colour data with the Colour Enhancement feature.

Printing (continued)

Difficulty	Suggestions
Photo paper does not feed correctly.	When you print on Brother Photo paper, load one extra sheet of the same photo paper in the paper tray. An extra sheet has been included in the paper package for this purpose.
	Clean the paper pick-up rollers. (See *Cleaning the paper pick-up rollers* on page 54.)
Machine feeds multiple pages.	Make sure the paper is loaded correctly in the paper tray. (See *Loading paper and other print media* on page 9.)
	Check that more than two types of paper are not loaded in the paper tray at any one time.
There is a paper jam.	Make sure the paper length guide is set to the correct paper size. Do not extend the paper tray when you load A5 or smaller size paper. (See *Printer jam or paper jam* on page 63.)
Printed pages are not stacked neatly.	Make sure you are using the paper support flap. (See *Loading paper and other print media* on page 9.)
Machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution. (See *Printing* for Windows® or *Printing and Faxing* for Macintosh in the *Software User's Guide*.)

Printing Received Faxes

Difficulty	Suggestions
Condensed print and white streaks across the page or the top and bottom of sentences are cut off.	You probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving.	The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.
Received colour fax prints only in black and white.	Replace the colour ink cartridges that have reached the end of their life, and then ask the other person to send the colour fax again. (See *Replacing the ink cartridges* on page 51.)
Left and Right margins are cut off or a single page is printed on two pages.	Turn on Auto Reduction. (See *Printing a reduced incoming fax* in *chapter 4* in the *Advanced User's Guide*.)

Telephone Line or Connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Make sure the machine is plugged in and turned on.
	Check the line cord connections.
	Change the Tone/Pulse setting. (See *Tone or Pulse* on page 29.)
	Lift the external telephone's handset and listen for a dial tone. If there is no dial tone, ask your telephone company to check the line and/or socket.
The machine does not answer when called.	Make sure the machine is in the correct Receive Mode for your setup. (See *Choose the Receive Mode* on page 25.) Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If there is no ringing when you call your machine, ask your telephone company to check the line.

Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	If you connect your machine to PBX or ISDN, set the menu setting of Telephone Line Type to your telephone type. (See *Setting the Telephone Line Type* on page 30.)

Sending Faxes

Difficulty	Suggestions
Cannot send a fax.	Check all line cord connections.
	Make sure that the **FAX** key is illuminated.
	Ask the other party to check that the receiving machine has paper.
	Print the Transmission Verification Report and check for an error. (See *Reports* in *chapter 6* in the *Advanced User's Guide*.)
Transmission Verification Report says "RESULT:ERROR".	There is probably temporary noise or static on the line. Try sending the fax again. If you send a PC FAX message and get "RESULT:ERROR" on the Transmission Verification Report, your machine may be out of memory. If the problem continues, ask the telephone company to check your telephone line.
	If you often get transmission errors due to possible interference on the telephone line, try changing the menu setting of Compatibility to Basic(for VoIP). (See *Telephone line interference / VoIP* on page 73.)
	If you connect your machine to PBX or ISDN, set the menu setting of Telephone Line Type to your telephone type. (See *Setting the Telephone Line Type* on page 30.)
Poor fax send quality.	Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner. (See *Cleaning the scanner glass* on page 53.)
Vertical black lines when sending. (MFC-J410 and MFC-J415W only)	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See *Cleaning the scanner glass* on page 53.)

Handling Incoming Calls

Difficulty	Suggestions
The machine “Hears” a voice as a CNG Tone.	If Fax Detect is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing **Stop/Exit**. Try avoiding this problem by turning Fax Detect to Off. (See *Fax Detect* on page 28.)
Sending a fax call to the machine.	If you answered on an extension telephone, press your Remote Activation Code (the factory setting is ✳ **5 1**). If you answered on an external telephone, press **Start** to receive the fax. When your machine answers, hang up.
Custom features on a single line.	If you have Call Waiting, Call Waiting/Caller ID, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes. **For example:** If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate telephone line with no custom features is recommended.

Copying Difficulties

Difficulty	Suggestions
Cannot make a copy.	Make sure that the **COPY** key is illuminated.
Poor copy results when using the ADF. (MFC-J410 and MFC-J415W only)	Try using the scanner glass. (See *Using the scanner glass* on page 20.)
Vertical black lines or streaks appear in copies. (MFC-J410 and MFC-J415W only)	Vertical black lines or streaks on copies are typically caused by dirt or correction fluid on the glass strip. Clean the glass strip. (See *Cleaning the scanner glass* on page 53.)
Fit to Page does not work correctly.	Make sure your source document is not skewed. Reposition the document and try again.

Scanning Difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is chosen as the primary source in your scanning application. For example, in PaperPort™11SE with OCR (MFC-J410 and MFC-J415W only), click **File**, **Scan or Get Photo** and click **Select** to choose the Brother TWAIN or WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is chosen as the primary source. In PageManager, click **File**, **Select Source**, **TWAIN** and choose the Brother TWAIN driver. Mac OS X 10.6.x users can also scan documents using the ICA Scanner Driver. See *Scanning a document using the ICA driver (Mac OS X 10.6.x)* in the *Software User’s Guide*.
Poor scanning results when using the ADF. (MFC-J410 and MFC-J415W only)	Try using the scanner glass. (See *Using the scanner glass* on page 20.)

Scanning Difficulties (continued)

Difficulty	Suggestions
OCR does not work. (MFC-J410 and MFC-J415W only)	Try increasing the scanner resolution. (Macintosh users) Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 3 for further instructions.

Software Difficulties

Difficulty	Suggestions
Cannot install software or print.	(Windows® users only) Run the **Repair MFL-Pro Suite** program on the Installation CD-ROM. This program will repair and reinstall the software.
"Device Busy"	Make sure the machine is not showing an error message on the LCD.
Cannot print images from FaceFilter Studio.	To use FaceFilter Studio, you must install the FaceFilter Studio application from the Installation CD-ROM supplied with your machine. To install FaceFilter Studio see the *Quick Setup Guide*. Also, before you start FaceFilter Studio for the first time, you must make sure your Brother machine is turned On and connected to your computer. This will allow you to access all the functions of FaceFilter Studio.

PhotoCapture Center™ Difficulties

Difficulty	Suggestions
Removable Disk does not work correctly.	1 Have you installed the Windows® 2000 update? If not, do the following: 1) Unplug the USB cable. 2) Install the Windows® 2000 update using one of the following methods. ■ Install MFL-Pro Suite from the Installation CD-ROM. (See the *Quick Setup Guide*.) ■ Download the latest service pack from the Microsoft Web site. 3) Wait about 1 minute after you restart the PC, and then connect the USB cable. 2 Take out the memory card and put it back in again. 3 If you have tried "Eject" from within Windows®, take out the memory card before you continue. 4 If an error message appears when you try to eject the memory card, it means the card is being accessed. Wait a while and then try again. 5 If all of the above do not work, turn off your PC and machine, and then turn them on again. (You will have to unplug the power cord of the machine to turn it off.)
Cannot access Removable Disk from Desktop icon.	Make sure that you have correctly inserted the memory card.
Part of my photo is missing when printed.	Make sure that Borderless printing and Cropping are turned off. (See *Borderless printing* and *Cropping* in *chapter 8* in the *Advanced User's Guide*.)

Network Difficulties (MFC-J265W and MFC-J415W only)

Difficulty	Suggestions
Cannot print over the network.	Make sure that your machine is powered on and is online and in Ready mode. Print a Network Configuration list (see *Reports* in *chapter 6* in the *Advanced User's Guide*) and check the current Network settings printed in this list. (If you are having Network problems, see *Network User's Guide* for more information.)
The network scanning feature does not work.	(Windows® users) It is necessary to configure the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below: In Name: Enter any description, for example Brother NetScan. In Port number: Enter 54925. In Protocol: UDP is selected. Please refer to the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer. (Macintosh users) Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the model list in ControlCenter2.
The Brother software cannot be installed.	(Windows® users) Allow network access to the following programs if your security software displays an alert message during MFL-Pro Suite installation. BrC3Rgin.exe BrnIPMon Brother Status Monitor (Network) ControlCenter Program Generic Host Process f... Setup.exe Spooler SubSystem App wdsw MFC Application (Macintosh users) Re-select your machine in the **Device Selector** application located in **Macintosh HD**/**Library**/**Printers**/**Brother**/**Utilities**/**DeviceSelector** or from the model list in ControlCenter2.
Cannot connect to wireless network.	Investigate the problem using `WLAN Report`. Press **Menu** key, choose `Print Reports` and then press **OK**. Choose `WLAN Report`. For details, see the *Network User's Guide*.
Reset the network settings.	Press **Menu** key, choose `Network` and then press **OK**. Choose `Network Reset`. For details, see the *Network User's Guide*.

Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to `Detection` you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the factory `No Detection` setting.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Initial Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Dial Tone`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Detection` or `No Detection`.
   Press **OK**.
5. Press **Stop/Exit**.

Telephone line interference / VoIP

If you are having problems sending or receiving a fax due to possible interference on the telephone line, you can change the compatibility setting, which reduces the modem speed to minimise errors.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Initial Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Compatibility`.
   Press **OK**.
4. Press ▲ or ▼ to choose `Normal` or `Basic(for VoIP)`.
   - `Basic(for VoIP)` cuts the modem speed to 9,600 bps and turns off ECM except for colour fax sending. Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

     To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to `Basic(for VoIP)`.
   - `Normal` sets the modem speed at 14,400 bps.

   Press **OK**.
5. Press **Stop/Exit**.

Note

VoIP (Voice over IP) is a type of phone system that uses an internet connection, rather than a traditional phone line.

B

Machine Information

Checking the serial number

You can see the machine's serial number on the LCD.

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Machine Info.`
   Press **OK**.
3. Press ▲ or ▼ to choose `Serial No.`
   Press **OK**.
4. Press **Stop/Exit**.

Reset functions

The following reset functions are available:

1 `Network` (MFC-J265W and MFC-J415W only)

You can reset the print server back to its default factory settings such as the password and IP address information.

2 `Speed Dial&Fax`

Speed Dial & Fax resets the following settings:

- Speed Dial

  (Speed-Dial and Setup Groups)
- Station ID

  (Name and Number)
- Report settings

  (Transmission Verification Report, Quick Dial List and Fax Journal)
- History

  (Caller ID history and Outgoing Call)
- Faxes in memory

3 `All Settings`

You can reset all the machine settings back to the settings that were set at the factory.

Brother strongly recommends you use this operation when you dispose of the machine.

How to reset the machine

1. Press **Menu**.
2. Press ▲ or ▼ to choose `Initial Setup`.
   Press **OK**.
3. Press ▲ or ▼ to choose `Reset`.
   Press **OK**.
4. Press ▲ or ▼ to choose the type of reset you want to use.
   Press **OK**.
   Press **1** to confirm.
5. Press **1** to reboot the machine.

C Menu and features

On-screen programming

Your machine is designed to be easy to operate with LCD on-screen programming using the menu keys. User-friendly programming helps you take full advantage of all the menu selections your machine has to offer.

Since your programming is done on the LCD, we have created step-by-step on-screen instructions to help you program your machine. All you need to do is follow the instructions as they guide you through the menu selections and programming options.

Menu table

The menu table will help you understand the menu selections and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.

Menu (Menu)

Level1	Level2	Level3	Options	Descriptions	Page
Ink Management	**Test Print**	—	Print Quality Alignment	Lets you check the print quality or alignment.	55
	Cleaning	—	Black Color All	Lets you clean the print head.	55
	Ink Volume	—	—	Lets you check the available ink volume.	See [1].
General Setup	**Mode Timer**	—	Off 0Sec 30Secs 1Min **2Mins*** 5Mins	Sets the time to return to Fax mode.	
	Paper Type	—	**Plain Paper*** Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Sets the type of paper in the paper tray.	15
	Paper Size	—	**A4*** A5 10x15cm Letter Legal	Sets the size of the paper in the paper tray.	15

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
General Setup (Continued)	**Volume**	**Ring**	Off Low **Med*** High	Adjusts the ring volume.	7
		Beeper	Off **Low*** Med High	Adjusts the volume level of the beeper.	7
		Speaker	Off Low **Med*** High	Adjusts the volume level of the speaker.	8
	Auto Daylight	—	**On*** Off	Changes for Daylight Savings Time automatically.	See [1].
	LCD Settings	**LCD Contrast**	– □□□□□ + – □□□■□ + **– □□□□□ +*** – □■□□□ + – ■□□□□ +	Adjusts the contrast of the LCD.	
		Backlight	**Light*** Med Dark	You can adjust the brightness of the LCD backlight.	8
		Dim Timer	Off 10Secs 20Secs **30Secs***	You can set how long the LCD backlight stays on for after the last key press.	See [1].
	Sleep Mode	—	1Min 2Mins 3Mins **5Mins*** 10Mins 30Mins 60Mins	You can choose how long the machine will remain idle before it goes into sleep mode.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

C

Level1	Level2	Level3	Options	Descriptions	Page
Fax	**Setup Receive**	**Ring Delay**	0 1 **2*** 3 4 5 6 7 8 (Example for the U.K.)	Sets the number of rings before the machine answers in Fax Only or Fax/Tel mode.	27
		F/T Ring Time	20Secs **30Secs*** 40Secs 70Secs	Sets the fast double-ring time in Fax/Tel mode.	27
		Fax Detect	**On*** Off	Receives fax messages automatically when you answer a call and hear fax tone.	28
		Remote Codes	**On*** (*51, #51) Off	Allows you to answer all calls at an extension or external telephone and use codes to turn the machine on or off. You can personalize these codes.	35
		Auto Reduction	**On*** Off	Cuts the size of incoming faxes to fit the paper size.	See [1].
	Report Setting	**XMIT Report**	On On+Image **Off*** Off+Image	Initial setup for Transmission Verification Report and Fax Journal Report.	24
		Journal Period	Off **Every 50 Faxes*** Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days		See [1].

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Fax (Continued)	**Remaining Jobs**	—	—	Check which jobs are in the memory and lets you cancel chosen jobs.	See [1].
	Miscellaneous	**TX Lock**	—	Prohibits most functions except receiving faxes.	
		BT Call Sign (U.K. Only)	**Off*** On	Uses with BT Call Sign.	
		Caller ID (U.K. and Ireland only)	**On*** Off	View or print a list of the last 30 Caller IDs stored in the memory.	29

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

C

Network menu
(MFC-J265W and MFC-J415W only)

Level1	Level2	Level3	Options	Descriptions
Network	**TCP/IP**	**BOOT Method**	**Auto***	Chooses the BOOT method that best suits your needs.
			Static	
			RARP	
			BOOTP	
			DHCP	
		IP Address	[000-255].	Enter the IP address.
			[000-255].	
			[000-255].	
			[000-255]	
		Subnet Mask	[000-255].	Enter the Subnet mask.
			[000-255].	
			[000-255].	
			[000-255]	
		Gateway	[000-255].	Enter the Gateway address.
			[000-255].	
			[000-255].	
			[000-255]	
		Node Name	BRWXXXXXXXXXXXX	Enter the Node name.
		WINS Config	**Auto***	Chooses the WINS configuration mode.
			Static	
		WINS Server	(Primary) 000.000.000.000	Specifies the IP address of the primary or secondary server.
			(Secondary) 000.000.000.000	
		DNS Server	(Primary) 000.000.000.000	Specifies the IP address of the primary or secondary server.
			(Secondary) 000.000.000.000	
		APIPA	**On***	Automatically allocates the IP address from the link-local address range.
			Off	
	Setup Wizard	—	—	You can manually configure your print server for a wireless network.
	WPS/AOSS	—	—	You can easily configure your wireless network settings using the one-button push method.
	See *Network User's Guide*.			
	The factory settings are shown in Bold with an asterisk.			

Level1	Level2	Level3	Options	Descriptions
Network (Continued)	**WPS w/PIN Code**	—	—	You can easily configure your wireless network settings using WPS with a PIN code.
	WLAN Status	**Status**	—	You can see the current wireless network status.
		Signal	—	You can see the current wireless network signal strength.
		SSID	—	You can see the current SSID.
		Comm. Mode	—	You can see the current Communication Mode.
	MAC Address	—	—	You can see your machine's MAC address from the control panel.
	WLAN Enable	—	On **Off***	Lets you use the wireless network connection.
	Network Reset	—	—	—
	See *Network User's Guide*.			
	The factory settings are shown in Bold with an asterisk.			

Menu (Menu) (continued)

Level1	Level2	Level3	Options	Descriptions	Page
Print Reports	**XMIT Verify**	—	—	Prints these lists and reports.	24
	Help List	—	—		See [1].
	Quick Dial	—	Alphabetical Order Numerical Order		
	Fax Journal	—	—		
	User Settings	—	—		
	Network Config (MFC-J265W and MFC-J415W only)	—	—		
	WLAN Report (MFC-J265W and MFC-J415W only)	—	—		
	Caller ID hist.	—	—		
Machine Info.	**Serial No.**	—	—	Lets you check the serial number of your machine.	74
Initial Setup	**Receive Mode**	—	**Fax Only*** Fax/Tel External TAD Manual	Choose the receive mode that best suits your needs.	25
	Date&Time	—	—	Puts the date and time on the LCD and in headings of faxes you send.	See [2].
	Station ID	—	Fax: Name:	Set your name and fax number to appear on each page you fax.	
	Tone/Pulse	—	**Tone*** Pulse	Choose the dialling mode.	29
	Dial Tone	—	Detection **No Detection***	Turns Dial Tone Detection on or off.	73
	Phone Line Set	—	**Normal*** PBX ISDN	Choose the telephone line type.	30
	Compatibility	—	**Normal*** Basic(for VoIP)	Adjusts the modem speed to help resolve transmission problems.	73

1 See *Advanced User's Guide*.

2 See *Quick Setup Guide*.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Initial Setup (Continued)	**Reset**	**Network** (MFC-J265W and MFC-J415W only)	—	Resets the print server back to its factory default settings, such as the password and IP address information.	74
		Speed Dial&Fax	—	Deletes all stored Speed Dial numbers and faxes, restores the Station ID, Quick Dial List, Transmission Verification Report and Fax Journal back to the factory default settings.	
		All Settings	—	Resets all the machine's settings back to the settings that were set at the factory.	
	[1] See *Advanced User's Guide*. [2] See *Quick Setup Guide*.				
	The factory settings are shown in Bold with an asterisk.				

FAX ( )

Level1	Level2	Level3	Options	Descriptions	Page
Fax Resolution	—	—	**Standard*** Fine S.Fine Photo	Sets the resolution for outgoing faxes.	See [1].
Contrast	—	—	**Auto*** Light Dark	Changes the lightness or darkness of faxes you send.	
Speed Dial	**Search**	—	Alphabetical Order Numerical Order	You can dial by pressing only a few keys (and **Start**).	36
	Set Speed Dial	—	—	Stores Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	39
	Setup Groups	—	—	You can set up Group numbers for Broadcasting.	See [1].
Outgoing Call	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Outgoing Call history and then make a telephone call to it, send a fax to it, add it to Speed Dial, or delete it.	37
Caller ID hist. (U.K. and Ireland only)	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to Speed Dial, or delete it.	38
Broadcasting	**Add Number** **Speed Dial** **Complete**	—	—	You can send the same fax message to more than one fax number.	See [1].
Real Time TX	—	—	On **Off***	You can send a fax without using the memory.	
Overseas Mode	—	—	On **Off***	If you are having difficulty sending faxes overseas, set this to On.	
Glass ScanSize	—	—	Letter **A4***	Adjust the scan area of the scanner glass to the size of the document.	23
Set New Default	—	—	—	You can save your fax settings.	See [1].
Factory Reset	—	—	—	You can restore all settings to the factory settings.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

SCAN ( )

Level1	Option1	Option2	Option3	Descriptions	Page
Scan to File	—	—	—	You can scan a monochrome or a colour document into your computer.	See [1].
Scan to Media (when a memory card is inserted)	**Quality**	—	**Color 150 dpi*** Color 300 dpi Color 600 dpi B/W 200x100 dpi B/W 200 dpi	You can choose the scan resolution, file format, and enter a file name for your document.	47
	File Type	—	(If you chose colour option in Quality setting) **PDF*** JPEG		
			(If you chose Mono option in Quality setting) TIFF **PDF***		
	File Name	—	—		
	Set New Default	—	—	You can save your scan settings.	See [2].
	Factory Reset	—	—	You can restore all settings to the factory settings.	
Scan to E-mail	—	—	—	You can scan a monochrome or a colour document into your E-mail application.	See [1].
Scan to OCR [3] (MFC-J410 and MFC-J415W only)	—	—	—	You can have your text document converted to an editable text file.	
Scan to Image	—	—	—	You can scan a colour picture into your graphics application.	

1 See *Software User's Guide*.

2 See *Advanced User's Guide*.

3 (Macintosh users)
Presto! PageManager must be downloaded and installed before use. See *Accessing Brother Support (Macintosh)* on page 3 for further instructions.

The factory settings are shown in Bold with an asterisk.

C

COPY ( )

Level1	Level2	Level3	Options	Descriptions	Page
Quality	—	—	Fast **Normal*** Best	Choose the Copy resolution for the next copy.	See [1].
Enlarge/Reduce	**100%***	—	—	—	
	Enlarge	—	198% 10x15cm→A4 186% 10x15cm→LTR 142% A5→A4	You can choose the enlargement ratio for the next copy.	
	Reduce (MFC-J220 and MFC-J265W only)	—	97% LTR→A4 93% A4→LTR 83% 69% A4→A5 47% A4→10x15cm	You can choose the reduction ratio for the next copy.	
	Reduce (MFC-J410 and MFC-J415W only)	—	97% LTR→A4 93% A4→LTR 83% LGL→A4 69% A4→A5 47% A4→10x15cm	You can choose the reduction ratio for the next copy.	
	Fit to Page	—	—	Your machine will adjust the size automatically to the paper size you set.	
	Custom(25-400%)	—	—	You can choose the enlargement or reduction ratio for your type of document.	
Paper Type	—	—	**Plain Paper*** Inkjet Paper Brother BP71 Brother BP61 Other Glossy Transparency	Choose the paper type that matches the paper in the tray.	42
Paper Size	—	—	**A4*** A5 10x15cm Letter Legal	Choose the paper size that matches the paper in the tray.	42

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Level1	Level2	Level3	Options	Descriptions	Page
Density	—	—	Dark +2 □ □ □ □ ■ +1 □ □ □ ■ □ 0 □ □ ■ □ □ * −1 □ ■ □ □ □ −2 □ □ □ □ □ Light	Adjusts the density of copies.	See [1].
Stack/Sort (MFC-J410 and MFC-J415W only)	—	—	**Stack*** Sort	You can choose to stack or sort multiple copies.	
Page Layout	—	—	**Off(1in1)*** 2 in 1 (P) 2 in 1 (L) 4 in 1 (P) 4 in 1 (L) Poster (3x3)	You can make N in 1 or Poster copies.	
Set New Default	—	—	—	You can save your copy settings.	
Factory Reset	—	—	—	You can restore all settings to the factory settings.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

C

PHOTO CAPTURE ( )

Level1	Level2	Level3	Options	Descriptions	Page
View Photo(s)	—	—	See the print settings in the following table.	You can preview your photos on the LCD.	46
Print Index	**6 IMGs/Line***	**Paper Type**	**Plain Paper***	You can print a thumbnail page.	See [1].
	5 IMGs/Line		Inkjet Paper		
			Brother BP71		
			Brother BP61		
			Other Glossy		
		Paper Size	**A4***		
			Letter		
Print Photos	—	—	See the print settings in the following table.	You can print an individual image.	
Print All Photos	—	—		You can print all photos in your memory card.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Print Settings

Option1	Option2	Option3	Option4	Descriptions	Page
Print Quality (Not available for DPOF printing.)	Normal	—	—	Choose the print quality.	See [1].
	Photo*				
Paper Type	Plain Paper	—	—	Choose the paper type.	
	Inkjet Paper				
	Brother BP71				
	Brother BP61				
	Other Glossy*				
Paper Size	Letter	(When A4 or Letter is chosen)	—	Choose the paper and print size.	
	10x15cm*	8 x 10cm			
	13x18cm	9 x 13cm			
	A4	10 x 15cm			
		13 x 18cm			
		15 x 20cm			
		Max. Size*			

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

Option1	Option2	Option3	Option4	Descriptions	Page
Brightness	Light +2 □ □ □ □ □ +1 □ □ □ ■ □ 0 □ □ ■ □ □ * −1 □ ■ □ □ □ −2 ■ □ □ □ □ Dark	—	—	Adjusts the brightness.	See [1].
Contrast	+2 □ □ □ □ □ +1 □ □ □ ■ □ 0 □ □ ■ □ □ * −1 □ ■ □ □ □ −2 ■ □ □ □ □	—	—	Adjusts the contrast.	
Cropping	**On***	—	—	Crops the image around the margin to fit the paper size or print size. Turn this feature off if you want to print whole images or prevent unwanted cropping.	
	Off				
Borderless	**On***	—	—	Expands the printable area to fit the edges of the paper.	
	Off				
Date Print (Not available for DPOF printing.)	On	—	—	Prints the date on your photo.	
	Off*				
Set New Default	—	—	—	You can save your print settings.	
Factory Reset	—	—	—	You can restore all the settings to factory settings.	

[1] See *Advanced User's Guide*.

The factory settings are shown in Bold with an asterisk.

C

Speed Dial ( )

Level1	Level2	Level3	Options	Descriptions	Page
Search	—	—	Alphabetical Order Numerical Order	You can search for names you have stored in the Speed Dial memory.	36
Set Speed Dial	—	—	—	Stores Speed Dial numbers, so you can dial by pressing only a few keys (and **Start**).	39
Setup Groups	—	—	—	Sets up Group numbers for Broadcasting.	See [1].
	[1] See *Advanced User's Guide*.				
	The factory settings are shown in Bold with an asterisk.				

Redial/Pause (Redial / Pause)

Level1	Level2	Level3	Options	Descriptions	Page
Outgoing Call history	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Outgoing Call history and then make a telephone call to it, send a fax to it, add it to Speed Dial, or delete it.	37
Caller ID hist. (U.K. and Ireland only)	**Send a fax** **Add to Speed Dial** **Delete**	—	—	You can choose a number from the Caller ID history and then send a fax to it, add it to Speed Dial, or delete it.	38
	The factory settings are shown in Bold with an asterisk.				

Entering Text

When you are setting certain menu selections, such as the Station ID, you may need to enter text into the machine. Most dial pad keys have three or four letters printed on keys. The keys for **0**, **#** and ✳ do not have printed letters because they are used for special characters.

Press the appropriate dial pad key the number of times shown in this reference table to access the character you want.

Press Key	one time	two times	three times	four times	five times
2	A	B	C	2	A
3	D	E	F	3	D
4	G	H	I	4	G
5	J	K	L	5	J
6	M	N	O	6	M
7	P	Q	R	S	7
8	T	U	V	8	T
9	W	X	Y	Z	9

Inserting spaces

To enter a space in a fax number, press ▶ once between numbers. To enter a space in a name, press ▶ twice between characters.

Making corrections

If you entered an incorrect letter and want to change it, press ◀ to move the cursor under the incorrect character. Then press **Clear**. Re-enter the correct character. You can also back up and insert letters.

Repeating letters

If you need to enter a letter that is on the same key as the letter before, press ▶ to move the cursor to the right before you press the key again.

Special characters and symbols

Press ✳, **#** or **0**, repeatedly until you see the special character or symbol you want.

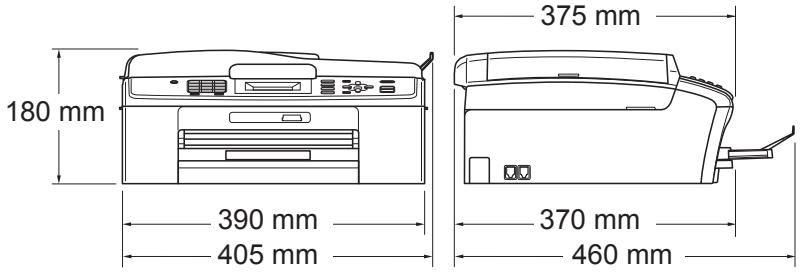
Press ✳	for	(space) ! " # $ % & ' ( ) ✳ + , - . / €
Press **#**	for	: ; < = > ? @ [ ] ^ _
Press **0**	for	Ä Ë Ö Ü À Ç È É 0

D Specifications

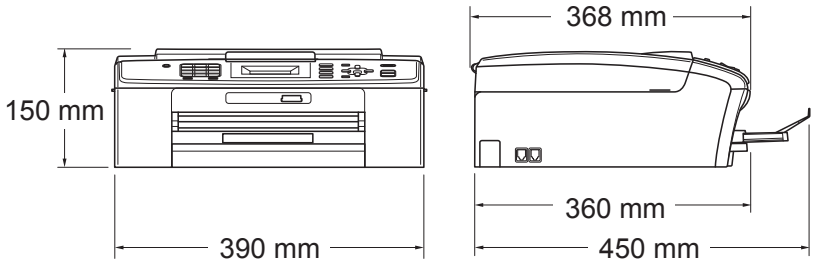
General

Printer Type	Inkjet	
Print Method	Mono:	Piezo with 94 × 1 nozzle
	Colour:	Piezo with 94 × 3 nozzles
Memory Capacity	32 MB	
LCD (Liquid Crystal Display)	1.9 in. (48.98 mm) STN Colour LCD	
Power Source	AC 220 to 240V 50/60Hz	
Power Consumption [1]	Copying Mode:	Approx. 19.5 W [2]
	Standby Mode:	Approx. 4 W (MFC-J265W)
		Approx. 4.5 W (MFC-J220, MFC-J410 and MFC-J415W)
	Sleep Mode:	Approx. 2.5 W
	Off:	Approx. 0.65 W

Dimensions
(MFC-J410 and MFC-J415W)



(MFC-J220 and MFC-J265W)



Weight	(MFC-J220)	6.8 kg
	(MFC-J265W)	6.9 kg
	(MFC-J410 and MFC-J415W)	7.8 kg
Noise	Operating:	LPAm = 50 dB or less [3]

Noise per ISO9296	Operating:	LWAd = 62.3 dB(A) (Mono) LWAd = 56.7 dB(A) (Colour) Office equipment with LWAd > 63.0 dB(A) is not suitable for use in room where people do primarily intellectual work. Such equipment should be placed in separate rooms because of the noise emission.
Temperature	Operating:	10 to 35 °C
	Best Print Quality:	20 to 33 °C
Humidity	Operating:	20 to 80% (without condensation)
	Best Print Quality:	20 to 80% (without condensation)
ADF (automatic document feeder) (MFC-J410 and MFC-J415W only)	Up to 15 pages Paper: 80 g/m^2 A4 or Letter size	
Document Size	ADF Width (MFC-J410 and MFC-J415W only): 148 mm to 215.9 mm ADF Length (MFC-J410 and MFC-J415W only): 148 mm to 355.6 mm Scanner Glass Width: Max. 215.9 mm Scanner Glass Length: Max. 297 mm	

1 When all the modes are connected to USB.

2 When using ADF, resolution: standard, draft: ISO/IEC24712 printed pattern. (MFC-J410 and MFC-J415W)
When resolution: standard, draft: ISO/IEC24712 printed pattern. (MFC-J220 and MFC-J265W)

3 Noise depends on printing conditions.

Print media

Paper Input	**Paper Tray** ■ Paper type: Plain paper, inkjet paper (coated paper), glossy paper [1], transparency [1] [2] and envelopes ■ Paper size: A4, Legal, Executive, Letter, A5, A6, JIS B5, Envelopes (commercial No.10, DL, C5, Monarch, JE4), Photo 10 × 15 cm, Photo 2L (13 × 18 cm), Index Card and Postcard [3] Width: 98 mm - 215.9 mm Length: 148 mm - 355.6 mm For more details, see *Paper weight, thickness and capacity* on page 19. ■ Maximum paper tray capacity: Approx. 100 sheets of 80 g/m^2 plain paper
Paper Output	Up to 50 sheets of A4 plain paper (face up print delivery to the output paper tray) [1]

1 For glossy paper or transparencies, remove printed pages from the output paper tray immediately after they exit the machine to avoid smudging.

2 Use only transparencies recommended for inkjet printing.

3 See *Paper type and size for each operation* on page 18.

Fax

Compatibility	ITU-T Group 3
Modem Speed	Automatic Fallback 14,400 bps
Scanning Width	ADF: 208 mm (A4) Scanner Glass: 204 mm (A4)
Printing Width	208 mm
Greyscale	Levels: 64 (B&W) / 256 (Colour)
Resolution	■ Horizontal 8 dot/mm ■ Vertical Standard 3.85 line/mm (Mono) 7.7 line/mm (Colour) Fine 7.7 line/mm (Mono/Colour) Photo 7.7 line/mm (Mono) Superfine 15.4 line/mm (Mono)
Speed Dial	40 stations
Groups	Up to 6
Broadcasting	90 stations
Automatic Redial	3 times at 5 minute intervals
Memory Transmission	Up to 170 [1] pages
Out of Paper Reception	Up to 170 [1] pages

[1] “Pages” refers to the “ITU-T Test Chart #1” (a typical business letter, Standard resolution, MMR code). Specifications and printed materials are subject to change without prior notice.

Copy

Colour/Monochrome	Yes/Yes
Copy Width	Max. 210 mm
Multiple Copies	Stacks up to 99 pages Sorts up to 99 pages (MFC-J410 and MFC-J415W only)
Enlarge/Reduce	25% to 400% (in increments of 1%)
Resolution	(Mono) ■ Prints up to 1200 × 1200 dpi (Colour) ■ Prints up to 600 × 1200 dpi

PhotoCapture Center™

Compatible Media [1]	Memory Stick™ (16 MB - 128 MB) Memory Stick PRO™ (256 MB - 16 GB) Memory Stick Duo™ (16 MB - 128 MB) Memory Stick PRO Duo™ (256 MB - 16 GB) Memory Stick Micro™ (M2™) with adapter SD (16 MB to 2 GB) SDHC (4 GB to 16 GB) microSD with adapter miniSD with adapter
Resolution	Up to 1200 × 2400 dpi
File Extension	
(Media Format)	DPOF (ver. 1.0, ver. 1.1), Exif DCF (up to ver. 2.1)
(Image Format)	Photo Print: JPEG [2] Scan to Media: JPEG, PDF (Colour) TIFF, PDF (Monochrome)
Number of Files	Up to 999 files (The folder inside memory cards is also counted.)
Folder	File must be stored in the 4th folder level of the memory card.
Borderless	A4, Letter, Photo 10 × 15 cm, Photo 2L 13 × 18 cm [3]

1 Memory cards and adapters are not included.

2 Progressive JPEG format is not supported.

3 See *Paper type and size for each operation* on page 18.

D

Scanner

Colour/Monochrome	Yes/Yes
TWAIN Compliant	Yes (Windows® 2000 Professional/Windows® XP/ Windows® XP Professional x64 Edition/Windows Vista®/ Windows® 7)
	Mac OS X 10.4.11, 10.5.x, 10.6.x [1]
WIA Compliant	Yes (Windows® XP [2]/Windows Vista®/Windows® 7)
ICA Compliant	Yes (Mac OS X 10.6.x)
Colour Depth	36 bit colour Processing (Input)
	24 bit colour Processing (Output)
	(Actual Input: 30 bit colour/Actual Output: 24 bit colour)
Resolution	Up to 19200 × 19200 dpi (interpolated) [3]
	Up to 1200 × 2400 dpi (optical) (Scanner Glass)
	Up to 1200 × 600 dpi (optical) (ADF) (MFC-J410 and MFC-J415W only)
Scanning Speed	Monochrome: up to 3.44 sec.
	Colour: up to 4.83 sec.
	(A4 size at 100 × 100 dpi)
Scanning Width	Up to 210 mm
Scanning Length	Up to 291 mm
Greyscale	256 levels

1 For the latest driver updates for the Mac OS X you are using, visit us at http://solutions.brother.com/

2 Windows® XP in this User's Guide includes Windows® XP Home Edition, Windows® XP Professional, and Windows® XP Professional x64 Edition.

3 Maximum 1200 × 1200 dpi scanning when using the WIA Driver for Windows® XP, Windows Vista® and Windows® 7 (resolution up to 19200 × 19200 dpi can be selected by using the Brother scanner utility).

Printer

Resolution	Up to 1200 × 6000 dpi
Printing Width	204 mm [210 mm (borderless) [1]] [3]
Borderless	A4, Letter, A6, Photo 10 × 15 cm, Index Card 127 × 203 mm, Photo 2L 13 × 18 cm, Postcard 1 100 × 148 mm [2]

1 When the Borderless feature is set to On.

2 See *Paper type and size for each operation* on page 18.

3 When printing on A4 size paper.

Interfaces

USB [1] [2]	A USB 2.0 interface cable that is no longer than 2 m.
Wireless LAN (MFC-J265W and MFC-J415W only)	IEEE 802.11b/g (Infrastructure/Ad-hoc Mode)

1 Your machine has a full-speed USB 2.0 interface. This interface is compatible with Hi-Speed USB 2.0; however, the maximum data transfer rate will be 12 Mbits/s. The machine can also be connected to a computer that has a USB 1.1 interface.

2 Third party USB ports are not supported.

Computer requirements

SUPPORTED OPERATING SYSTEMS AND SOFTWARE FUNCTIONS								
Computer Platform & Operating System Version		**Supported PC Software Functions**	**PC Interface**	**Processor Minimum Speed**	**Minimum RAM**	**Recommended RAM**	**Hard Disk Space to install**	
							For Drivers	**For Applications**
Windows® Operating System [1]	Windows® 2000 Professional [5]	Printing, PC Fax Send [4], Scanning, Removable Disk [6]	USB, Wireless 802.11b/g (MFC-J265W and MFC-J415W only)	Intel® Pentium® II or equivalent	64 MB	256 MB	110 MB	340 MB
	Windows® XP Home [2] [5] Windows® XP Professional [2] [5]				128 MB		110 MB	340 MB
	Windows® XP Professional x64 Edition [2]			64-bit (Intel® 64 or AMD64) supported CPU	256 MB	512 MB	110 MB	340 MB
	Windows Vista® [2]			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB	600 MB	530 MB
	Windows® 7 [2]				1 GB (32 bit) 2 GB (64 bit)	1 GB (32 bit) 2 GB (64 bit)	650 MB	530 MB
	Windows Server® 2003 (print only via network)	Printing	Wireless 802.11b/g (MFC-J265W and MFC-J415W only)	Intel® Pentium® III or equivalent	256 MB	512 MB	50 MB	N/A
	Windows Server® 2003 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU				
	Windows Server® 2003 R2 (print only via network)			Intel® Pentium® III or equivalent				
	Windows Server® 2003 R2 x64 Edition (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU	512 MB	1 GB		
	Windows Server® 2008 (print only via network)			Intel® Pentium® 4 or equivalent 64-bit (Intel® 64 or AMD64) supported CPU		2 GB		
	Windows Server® 2008 R2 (print only via network)			64-bit (Intel® 64 or AMD64) supported CPU				
Macintosh Operating System	Mac OS X 10.4.11, 10.5.x	Printing, PC Fax Send [4], Scanning, Removable Disk [6]	USB [3], Wireless 802.11b/g (MFC-J265W and MFC-J415W only)	PowerPC G4/G5 Intel® Core™ Processor	512 MB	1 GB	80 MB	400 MB
	Mac OS X 10.6.x			Intel® Core™ Processor	1 GB	2 GB		

Conditions:

1 Microsoft® Internet Explorer® 5.5 or greater.
2 For WIA, 1200 × 1200 resolution. Brother Scanner Utility enables to enhance up to 19200 × 19200 dpi.
3 Third party USB ports are not supported.
4 PC Fax supports black and white only.
5 PaperPort™ 11SE supports Microsoft® SP4 or higher for Windows® 2000 and SP2 or higher for XP. (MFC-J410 and MFC-J415W only)
6 Removable disk is a function of PhotoCapture Center™.

For the latest driver updates, visit us at http://solutions.brother.com/

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Consumable items

Ink	The machine uses individual Black, Yellow, Cyan and Magenta ink cartridges that are separate from the print head assembly.
Service Life of Ink Cartridge	The first time you install a set of ink cartridges the machine will use an amount of ink to fill the ink delivery tubes for high quality printouts. This process will only happen once. After this process is complete the cartridges provided with your machine will have a lower yield than standard cartridges (65%). With all following ink cartridges you can print the specified number of pages.
Replacement Consumables	<Black> LC985BK, <Cyan> LC985C, <Magenta>LC985M, <Yellow> LC985Y Black - Approximately 300 pages [1] Yellow, Cyan and Magenta - Approximately 260 pages [1] [1] Approx. cartridge yield is declared in accordance with ISO/IEC 24711. For more information about the replacement consumables, visit us at http://www.brother.com/pageyield

What is Innobella™?

Innobella™ is a range of genuine consumables offered by Brother. The name "Innobella™" derives from the words "Innovation" and "Bella" (meaning "Beautiful" in Italian) and is a representation of the "innovative" technology providing you with "beautiful" and "long lasting" print results.

When you print photo images, Brother recommends Innobella™ glossy photo paper (BP71 series) for high quality. Brilliant prints are made easier with Innobella™ Ink and paper.

Network (MFC-J265W and MFC-J415W only)

Note

For details about the full Network specifications, see the *Network User's Guide*.

LAN	You can connect your machine to the network for Printing, Scanning, PC Fax Send, and access to photos from PhotoCapture Center™ [1]. Also included is Brother BRAdmin Light [2] Network Management software.	
Wireless Network Security	SSID (32 chr), WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)	
Setup Support Utility	**AOSS™**	Yes
	WPS	Yes

[1] See the Computer Requirements chart on page 100.

[2] If you require more advanced printer management, use the latest Brother BRAdmin Professional utility version that is available as a download from http://solutions.brother.com/

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Windows®
  See Software User's Guide.
Wireless Network
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